



CLLOUDNET INTEGRATES CRM APPLICATIONS WITH METASWITCH

CloudNet offers a cloud-based service that, based on integration with our Metaswitch platform, provides integration with over 100 different CRM applications including Salesforce, Microsoft CRM, Zoho and SugarCRM.

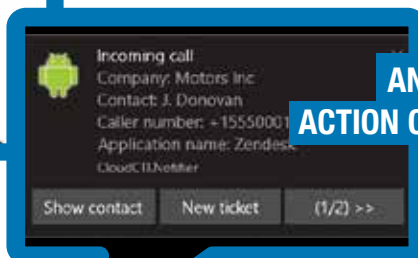
CloudNet gives provides a broad CRM-integration with virtually any CRM application, that is easy to implement and requires little training or support.

CALLER RECOGNITION, SCREEN POP AND CLICK-TO-DIAL

Users are enabled to automatically set up a call from any application on their desktop with a single key press or by using the call button in the CRM application. Also, when inbound calls are recognized by their phone number, contact info is presented in a pop up window. On a mouse click, the related contact record pops up (screen pop). Any desired screen or action can be chosen. In addition, CloudNet features a deep integration with Salesforce.



CONTACT INFO IS PRESENTED WHEN THE CALLER IS RECOGNIZED



ANY DESIRED SCREEN OR ACTION CAN BE CHOSEN TO POP

COMPUTER TELEPHONY INTEGRATION

Integration of Metaswitch and CRM applications offers business users some great benefits:

- increased efficiency: faster call handling and increased agent productivity, decreased employee costs
- business process improvement: no more mistaken names
- enhanced customer and employee satisfaction: less waiting times, recognition of customer names and customer info quickly found.

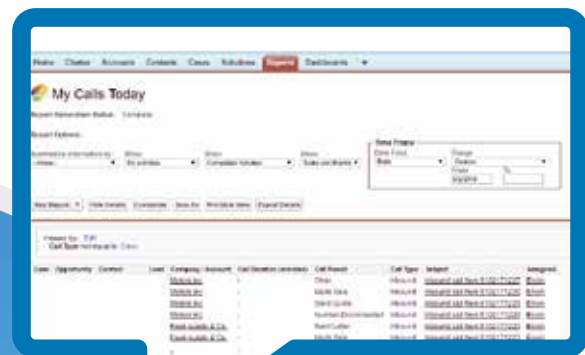
CloudNet makes this easy to implement, using the CTIWizard[®] that automatically selects the appropriate technology and sets or detects most of the required settings.

CLOUDNET DEEP INTEGRATION FOR SALESFORCE

By taking advantage of the Salesforce cloud-to-cloud adapter OpenCTI, CloudNet for Salesforce supports a deeper level of integration between the Metaswitch hosted voice system and Salesforce. Now users can have their activities fully integrated with their Salesforce environment.

THE DEEP SALESFORCE INTEGRATION OFFERS:

- Caller recognition directly from Salesforce contact lists
- Screen pop for incoming calls in Salesforce: automatic, new contact or multiple recognition
- Ability to add a code and further notes to an incoming call
- Incoming call log generation in Salesforce history
- Set up outgoing calls automatically



**CALL REPORTING
IN SALESFORCE**

OVER 100 DIFFERENT CRM APPLICATIONS INTEGRATED

CloudNet deploys a cloud-based service for Computer Telephony Integration (CTI) that connects our Metaswitch platform using the CommPortal.

The service features a long and ever-expanding list of contact databases, CRM and ERP-applications. Already over 100 different applications, of which more than half is standardly included in the CTIWizard®, are available off the shelf.

EASY IMPLEMENTATION

CloudNet only requires lightweight desktop software. It does not need special hardware nor a locally installed server. Therefore, it can be set up in minutes and is easy to try. It works with any CRM or ERP application, including yours.



CloudNet implements a large number of technologies that are used to connect with CRM and ERP applications. For a long list of standardly supported applications, our cleverly devised CTIWizard® automatically selects the appropriate technology and sets or detects most of the required settings. The CTIWizard® guides you through configuration and even enables one to connect to unusual, made-to-measure, bespoke and branch specific applications. This makes the whole process quick and easy.

INFORMATION

Please contact CloudNet Group for more information at sales@cloudnetgroup.com