



available on
AppExchange

Automatic Call Distribution for Salesforce



Call Distribution based on Salesforce Data

● Workflow

Workflows like transfer call to contact or account owner

● Custom Objects

Custom objects and custom fields are supported

● Smart IVR (Interactive Voice Response)

If a case or contract number is typed into the IVR, the call can be distributed to the case or contract owner

● Goal

The caller will be directly transferred to the right person

Lookup Data based on Salesforce Data

- **Personalize Greeting**

Search Name and language in Salesforce – *Hello Tom, nice to hear from your again*

- **Lookup data**

City, Country, Language, Service level agreement, Products ordered

- **Custom Objects**

Custom objects and custom fields are supported

- **Goal**

Personalize call experience, distribute call based on personal data

Display Data based on **IVR** input

- **IVR input**

Display any object like case or contract based on IVR input

- **Supported CTI solution**

Requires CTI Data Connector for Salesforce

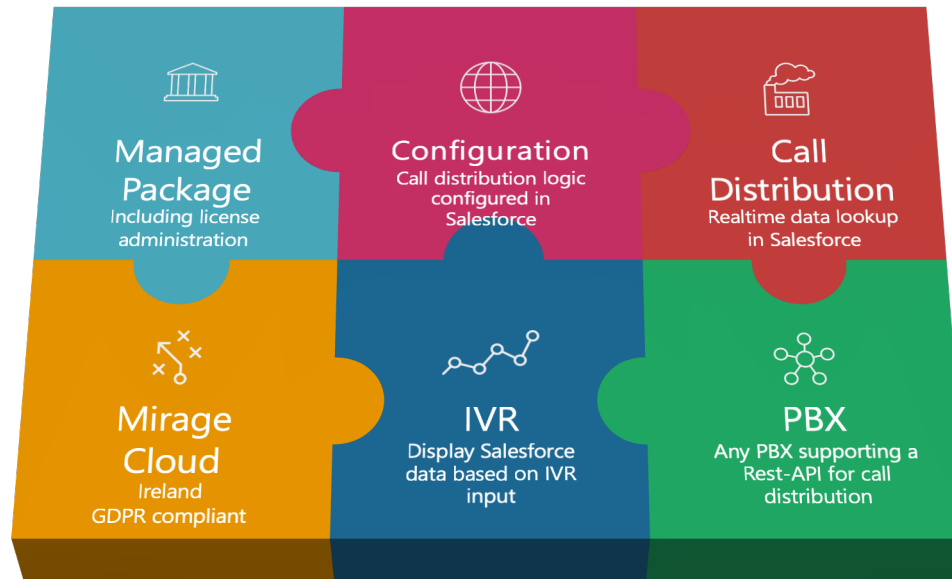
- **Custom Objects**

Custom objects and custom fields are supported

- **Goal**

Agent gets automatically the relevant data for the call

Overview



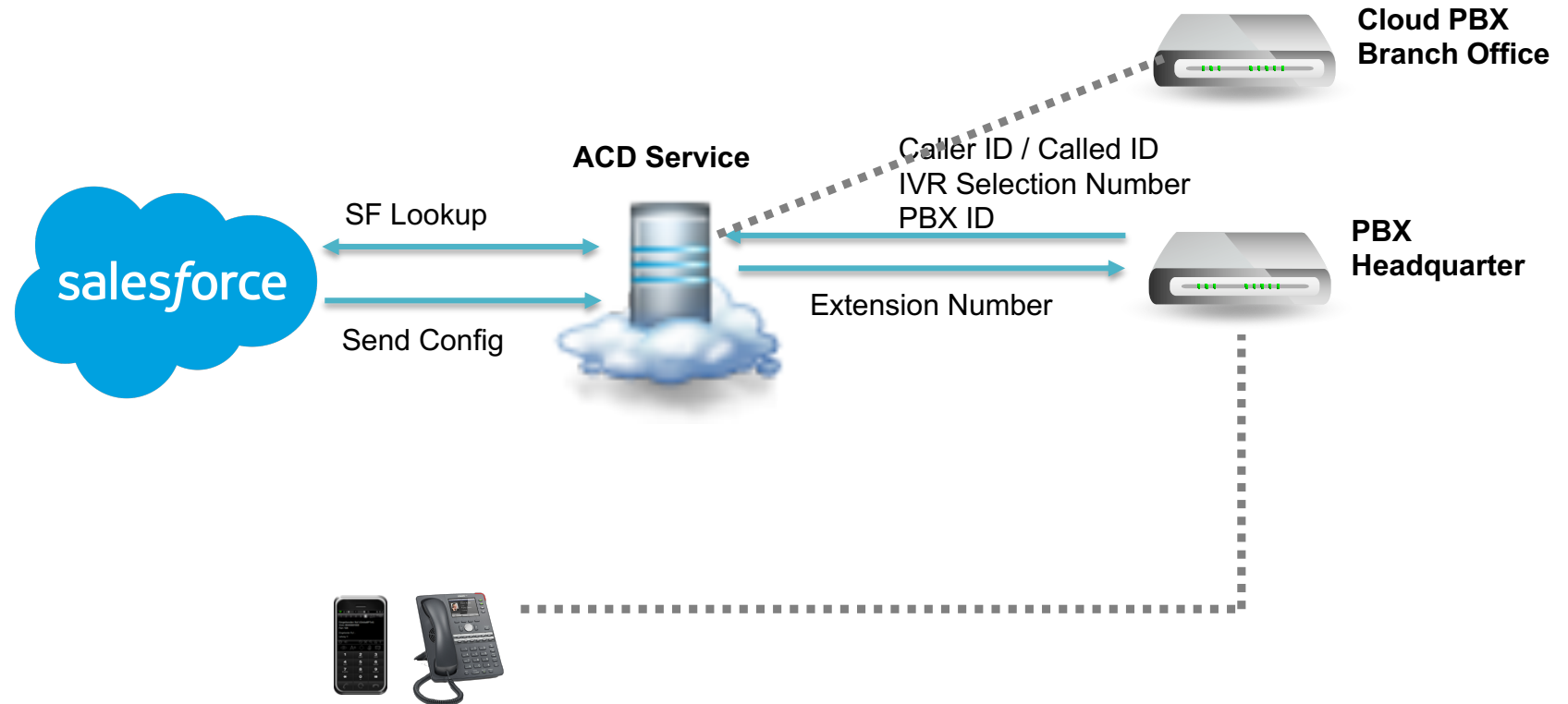
Additional Key Features

- Considers Omni-Channel presence state

Salesforce Platforms

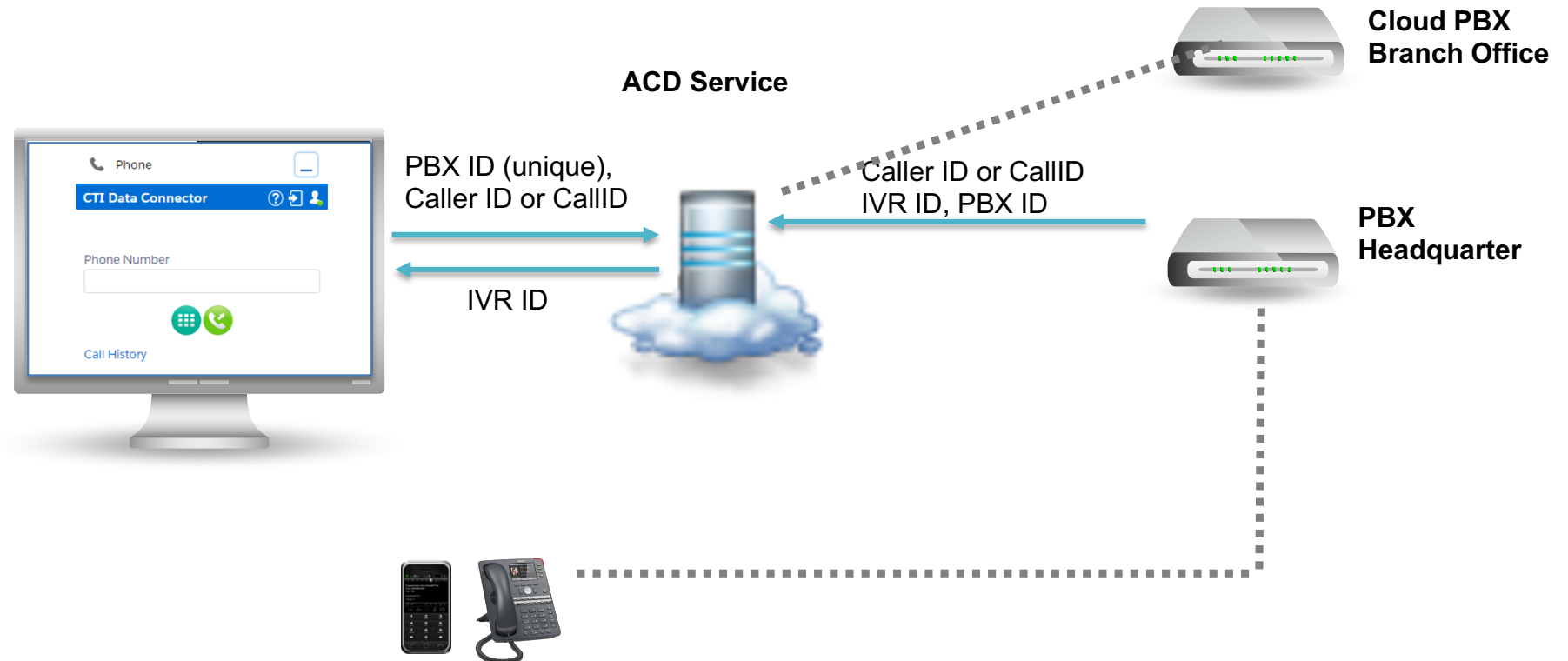


Call Distribution based on Salesforce Data



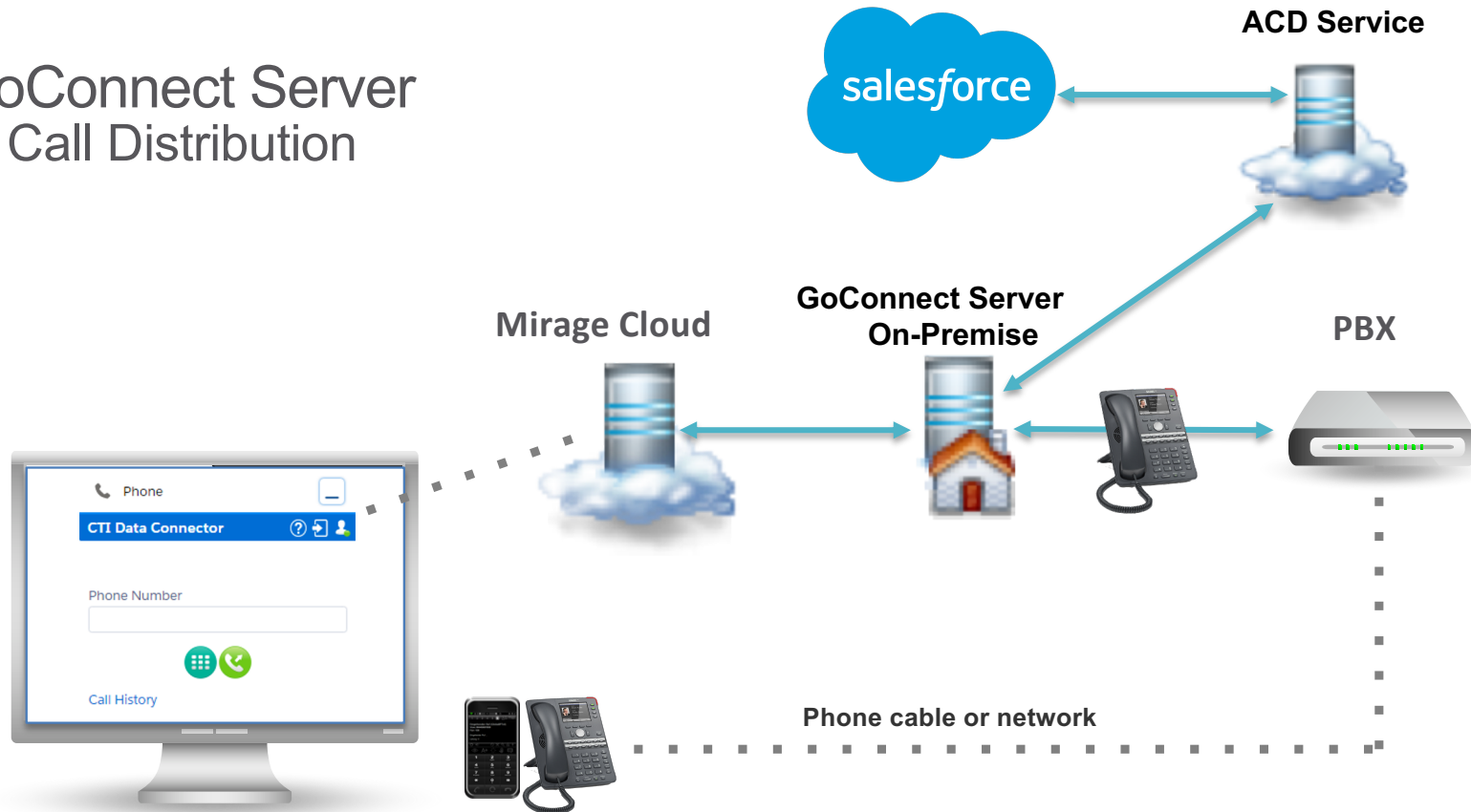
- PBX sends caller ID, called ID to ACD for Salesforce
- ACD for Salesforce does a lookup in Salesforce depending on rules
- ACD for Salesforce provides an extension number to the PBX
- PBX calls the final extension

Display Data based on IVR input



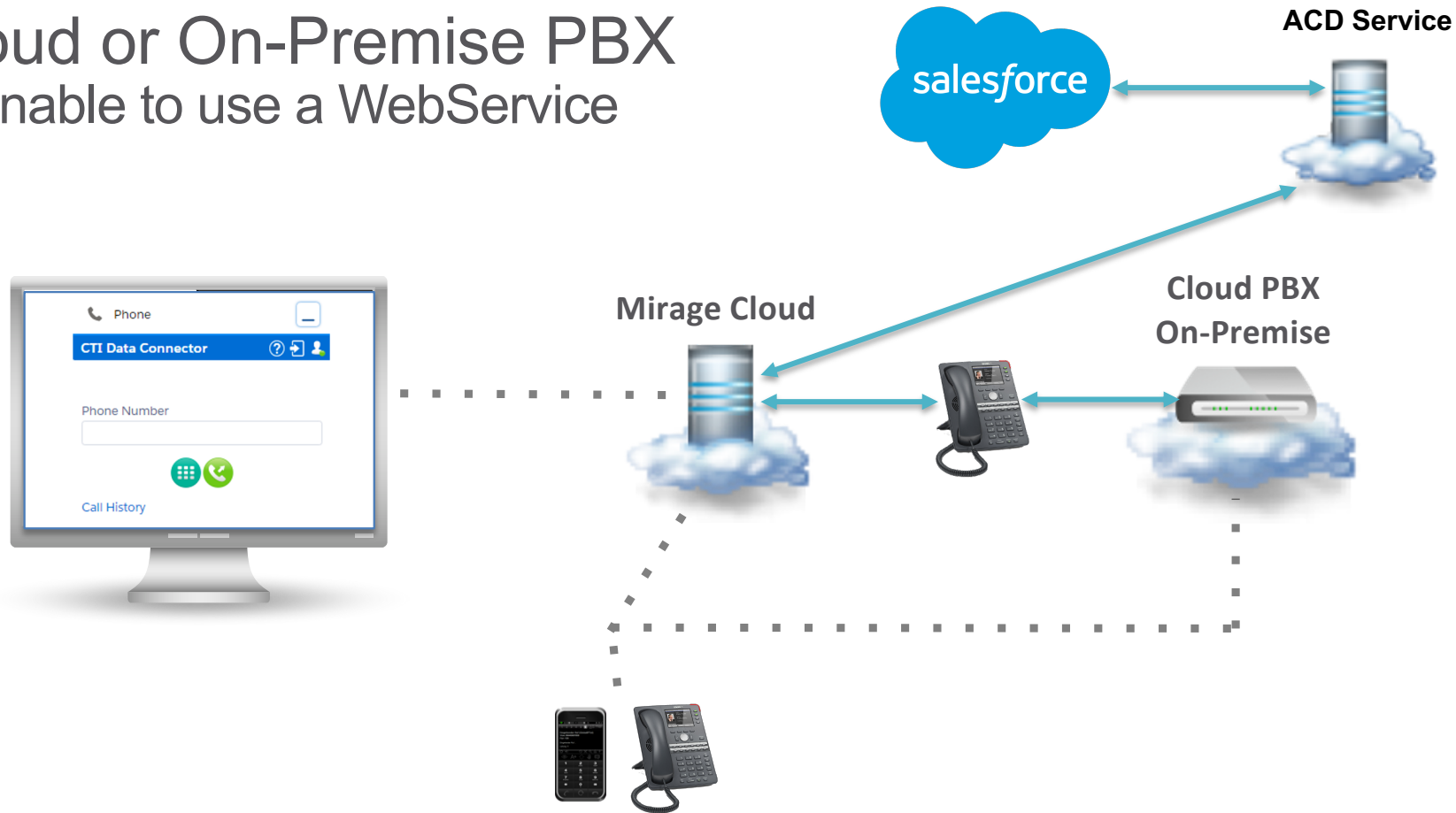
- PBX sends IVR input to ACD service
- CTI Data Connector retrieves IVR ID from ACD service
- CTI Data Connector display the object (e.g. case) based on the IVR ID

GoConnect Server Call Distribution



- Deskphone / SoftPhone required to which inbound call is directed
- GoConnect Server sends Caller ID / Called ID to ACD Service
- ACD for Salesforce does a lookup in Salesforce depending on rules
- ACD for Salesforce provides an extension number to the GoConnect Server
- GoConnect Server initiates a call transfer via deskphone to the retrieved extension number

Cloud or On-Premise PBX unable to use a WebService



- **Specific deskphone** required (uaCSTA option - Snom, Yealink) to which inbound call is routed
- ACD for Salesforce does a lookup in Salesforce depending on rules
- ACD for Salesforce provides an extension number to the PBX
- Mirage Cloud initiates a call transfer via deskphone to the retrieved extension number