

Universal Cloud Telephony Connector **UCTC**



Universal Cloud Telephony Connector application allows to **make calls directly from Salesforce**. Every connection is automatically registered in the CRM Platform as an activity on the contact or account level.

APP BENEFITS

For the partner

- Ready to use virtual telephone integrated with Salesforce,
- Connect your cloud telephony
- No implementation costs,
- White label - Possibility to brand the tool with Partner's logo (optional),

For the customer

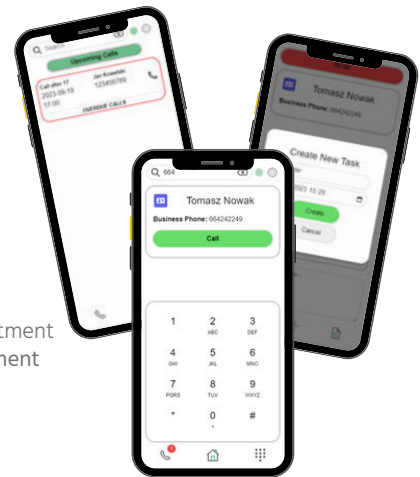
- More calls as employees can be more efficient
- Complex analytics (number and length of calls),
- Better data collection - Instant notes in the CRM,
- Free up to 2 users!

For the user

- Comfy - 1 click for making a call,
- Time saving - easier to work with just one tool.

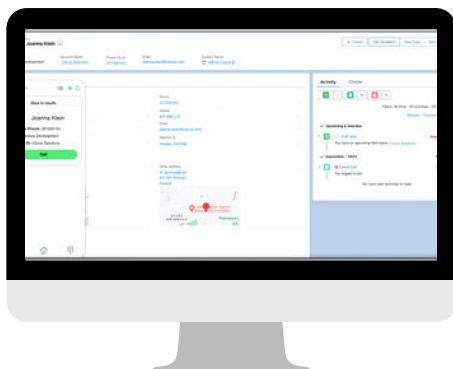
Who can use it?

- Sales department
- Customer service department
- Debt collection department
- Others



No costs for the Partner!

Connecting the app with Partner's tool is free. The CTI provider will not pay any costs for his customer using the Connector. The price per user is set to 25 EUR/month with a free access for up to 2 users. A White Label edition is also available.



HOW TO LAUNCH IT?

Salesforce app installation

Customers can install the app within 10 minutes (only needs to provide api key and login data). The app is ready and no additional training is required. We provide full documentation allowing you to configure the customer app on his own, however our consultants are ready to support if needed.

Connecting with Partner's CTI system

In order to connect UCTC with the CTI service, providing a Websocket address for the new channel is needed. Than user just needs to logi in using providers credentials. In most of the cases that's it, however it might be needed to adapt our application to the protocols used by the provider.

The UCTC connector is compliant with Salesforce standards.

What is UCTC capable of?

- Place calls directly from Salesforce
- Automatically saves the calls
- Automatically adds the activity with notes
- Creates heads-up tasks for another day
- Reports the time, length and amount of calls

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NEW QUALITY CALLING