AVAYA | Experiences That Matter

Avaya Cloud Office for Salesforce

Let Avaya Cloud Office for Salesforce enhance your CRM and Service Management experience by automating workflows, increasing call efficiency and improving the quality of customer interactions.

salesforce

The integration works in both Sales Cloud and Service Cloud. Avaya Cloud Office for Salesforce lets you make and receive calls directly from your Salesforce account. You can now schedule Avaya Cloud Office Video meetings, in addition to quickly assigning call dispositions, logging calls, taking notes and more, without jumping back and forth between applications.

Available for Salesforce Classic or Salesforce Lightning.

Applicable for both Sales Cloud and Service Cloud.

Features

1. In-App Calling: Now using WebRTC technology, leverage Avaya Cloud Office calling capabilities like call controls, inbound, and outbound calls without ever navigating away from Salesforce.

2. Avaya Cloud Office Video: Now working seamlessly with RingCentral Video. View your RingCentral Video meetings in your Salesforce calendar. Configure your meeting settings within Salesforce.

3. Avaya Cloud Office App: Users can now make and receive calls from the Avaya Cloud Office app. No need to download the Avaya Cloud Office phone app.

4. High Velocity Sales (HVS): By powering the telephony side of a sales cadence we allow sales reps to click-to-call right from their work queue and log them with a HVS disposition to move your sales cadence forward. Only available for Salesforce Lightning.

5. Performance reporting: View a complete dashboard of your team's performance. Now you can edit and customize the Avaya Cloud Office Analytics data as a native Salesforce report through our Cloud Phone Report.

6. Click-to-call: Place calls from within Salesforce by clicking on any phone number, saving time and improving call efficiency.

7. Instant screen pop-up: Incoming calls trigger screen pops with 360° view of the caller enabling quality interactions.

8. Call logs: With advanced features such as offline call logging and multi-call log option, agents can address the most important tasks first.

9. Schedule meetings: Seamlessly schedule Avaya Cloud Office Video meetings from Salesforce.

10. Integrates with the Salesforce app: Reach out to customers on the fly by calling or texting right from Account, Contact, or Lead tabs.

11. Access from anywhere: Connect on both Windows® and Mac®, using any popular browser.

12. Work the way you want: Work in Salesforce Classic or Salesforce Lightning UI.

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Benefits:

Seamless integration with Salesforce

Integrating your Avaya Cloud Office solution with everyday applications, such as Salesforce, allows you to automate tedious tasks, make your workflows more efficient, and offer your customers a superior experience.

Streamlined business communications

Avaya Cloud Office for Salesforce reduces the need for agents to switch between multiple devices and applications to access key business functionalities to accomplish their daily tasks.

Exceptional customer experiences

Access to key customer information and call history allows agents to deliver a timely and personalized customer experience.

Find out more by registering for one of our webinars

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