

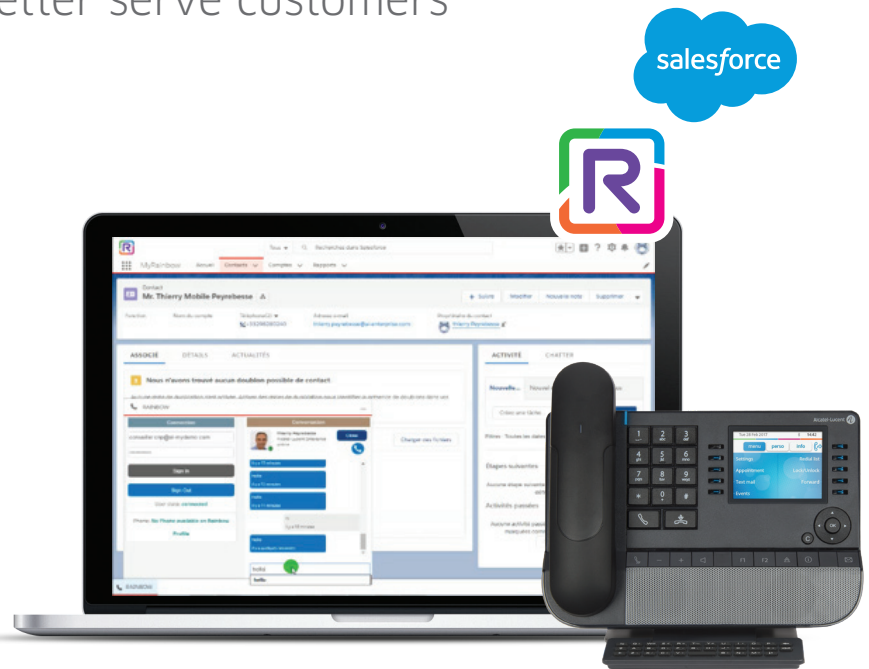
Rainbow CTI Cloud connector for Salesforce.com

Efficient operations to better serve customers

The Alcatel-Lucent Rainbow™ CTI Cloud connector for Salesforce.com provides an easy to use business phone (or softphone) from the application, and smooth integration with the Alcatel-Lucent OmniPCX® platforms.

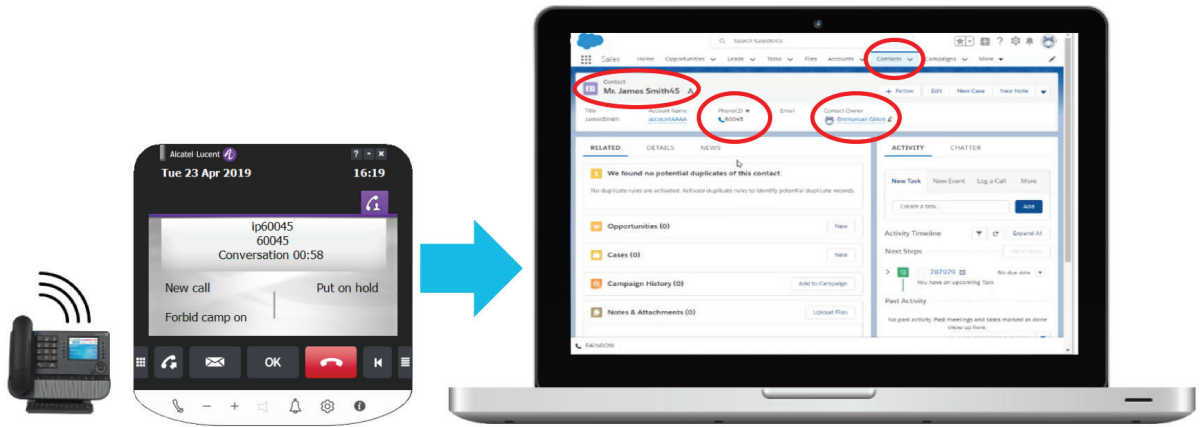
The Rainbow CTI Cloud connector is a complete solution that allows the Salesforce.com user interface to receive information about the caller when the business phone rings, and it offers a click-to-call function from the contact provided by the Salesforce.com user interface.

Salesforce.com users need a quick and efficient way to reach prospects by phone. A Computer Telephony Integration (CTI) solution removes the need to manually dial the business phone, which can be slow and cumbersome. Telephone numbers associated with any CRM object such as, leads, contacts, and cases turn into clickable links, which the Salesforce.com user can leverage to place outbound calls using the ALE business phone, or softphone.



Key features	Customer benefits
Friendly simple graphical integration within the Salesforce.com interface	Easy adoption by the user and immediate benefit of the telephone system integration
User login into the Rainbow connector with their own account	User friendly connection
Pop-up with contact information for incoming calls; creates a contact sheet for unknown incoming calls	Increase user efficiency by automating the caller pop-up information
On-demand deactivation of the pop-up notification on an incoming call	Zero impact on the work in progress on the open sheets
Click-to-call from the contact search or information	Accelerate the dialing process with the click-to-call function
Salesforce.com call log populated by phone call	User can keep track of the conversation history
Full cloud solution using the Salesforce.com standard integration, with no on-premises server	Reduce total cost of ownership (TCO) and ease deployment
Leverage existing investments in Alcatel-Lucent communications system	Ensure a complete and smooth integration

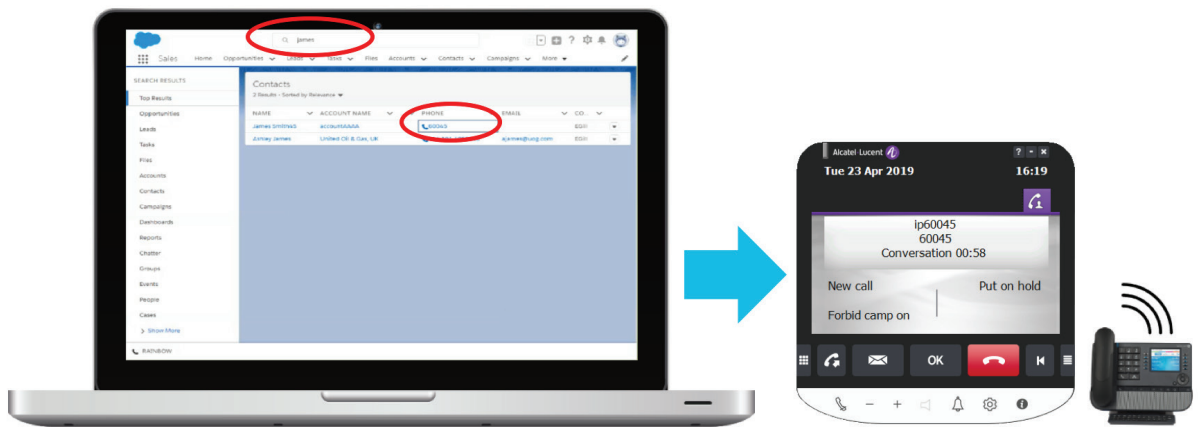
Figure 1. Incoming call pop-up in Salesforce user interface



User phone is ringing

The contact information is simultaneously displayed in the Salesforce user interface

Figure 2. Call from contact search or information



Search for a contact and click-to-call

The call is automatically started from the user phone

Prerequisites

Following are the minimum required elements:

- Salesforce.com Lightning Cloud
 - Salesforce.com OpenCTI capability
- OmniPCX Enterprise R12.2 or higher
- OXO Connect R3.x or higher
- Chrome browser min. version 69.0.35xx

Options

Installation service for Salesforce.com configuration.

Extension of the Rainbow CTI Cloud connector for Salesforce.com with chat, audio, and video call thru WebRTC.

Quotation and ordering

The Rainbow CTI Cloud connector for Salesforce.com is priced per user per month. It is available on quote from our ALE Professional Services:

1. Log onto the Business Portal: <https://businessportal2.alcatel-lucent.com>
2. In the Quick Access section, click on the "Professional Services Offer Request" and create a new request providing the information below:
 - Customer name
 - Number of users requiring the Rainbow CTI Cloud connector for Salesforce.com
 - Subscription period

Contact us

For more information about this solution, please contact:

professional.services@al-enterprise.com

Web site:

<https://businessportal2.alcatel-lucent.com>
« Professional Service Offer Request »