8x8 Virtual Office for Salesforce

salesforce — appexchange program **partner**

Powerful Virtual Office Integration with Salesforce

8x8 Virtual Office for Salesforce is the most reliable and secure way for companies to deploy a best-in-class unified communication system in the cloud—and leverage their existing Salesforce CRM.

Elevate the Customer Experience

Today's customers expect companies to understand them: who they are, what products or services they've purchased, and whether they've called or emailed recently. That's why 8x8 has integrated its industry leading cloud phone and unified communications service—Virtual Office—with Salesforce, the leading CRM platform.

Salesforce-Ready Phone Service for Fast Time to Value

8x8 lets you immediately deploy a highly reliable and secure unified communications solution for a low monthly subscription fee. There's no cumbersome hardware or software to buy—and no implementation or maintenance team to hire. You get all of the features of an enterprise PBX, at a tiny fraction of the cost, plus collaboration features such as meetings and chat.

- Global and Reliable—8x8's redundant servers and network provide greater reliability than on-premises solutions. You also get a free mobile app and disaster failover, to keep you going when on-premises solutions can't.

- Scalable—Pay only for what you need. Quickly add capacity when business grows. Support one office or 100, without expensive PBX hardware.

- Secure—8x8 procedures and product development practices are designed to support a highly secure product offering. 8x8 has also achieved FISMA, HIPAA, PCI-DDS 3.0 and SSAE 16 compliance, and offers solutions that meet these standards.

- Simple—An easy-to-use web interface gives you everything you need, both for internal teamwork and customer-facing communication.

8x8 Virtual Office

8x8 Virtual Office phone service includes built-in integration with Salesforce to help you deliver personalized customer service. Serve your clients better and work more efficiently with the Salesforce integration app for your 8x8 Virtual Office business phone system.

Instant Integration

8x8 integration with Salesforce is available on the Salesforce AppExchange. Just a few clicks from within the Salesforce AppExchange, and your employees can collaborate as a team and take their customer communications to a whole new level, using all the customer information Salesforce makes available.

Cloud Communications and CRM Team Up for Insight into the Full Customer Journey

8x8 Virtual Office writes key information on each customer into the Salesforce database, giving you new insight into the full customer experience. You can see all of your caller's interactions, with all departments.
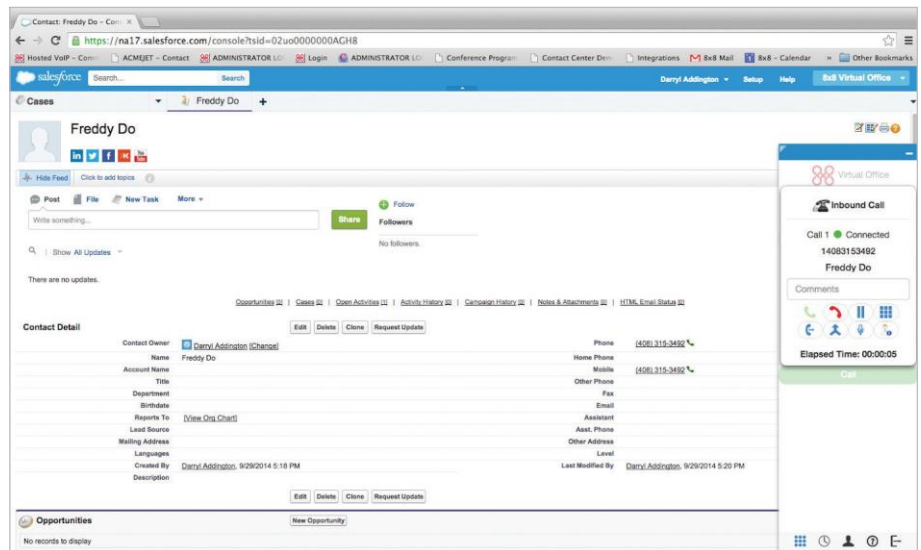
Virtual Office Integration with Salesforce—Capabilities

- Instantly recognize your customer, with screen pop.

- Automatically sync inbound customer calls with customer information.

- With auto logging, information from customer interactions— including notes—automatically becomes part of the customer record.

- Log received and missed calls into Salesforce.

- Create new contacts easily when no match is found.

- Employees work seamlessly inside the Salesforce Console.

- Employees can start and end their workdays within Salesforce, without hassling with other communication interfaces.

- Salesforce acts as a single repository for contacts and works seamlessly with other 8x8 phone service features.

- Control calls from the desktop (including transfer, mute, conferencing and more).

- Identify callers immediately and see their call details and previous contact history.

- Get new workers up to speed quickly, with a powerful-yet-intuitive interface.

- It's easy to deploy 8x8 Virtual Office within the Salesforce Console, with just a few clicks from Salesforce AppExchange.

Better Communication and Collaboration for All

8x8 offers a full spectrum of communications capabilities for every employee in your organization. No matter what their role, workers have what they need to provide your customers the best sales and customer experiences possible.

Virtual Office Integration with Salesforce— Supports employees who interact with customers occasionally or for part of their workday. You already have employees in all parts of your business who communicate with customers, partners, suppliers and other employees. With 8x8 Virtual Office, they'll have everything they need to collaborate as a team—phone service, fax, meetings and more— for better customer service, support and sales.

Virtual Contact Center Integration with Salesforce—Provides customized routing and management for agents who interact with customers for most of their workday. With Virtual Contact Center for Salesforce, agents can provide customers with up-to-date information and help. Virtual Contact Center for Salesforce is also very customizable, so it seamlessly fits the way you do business.

8x8
Global Cloud
Communications