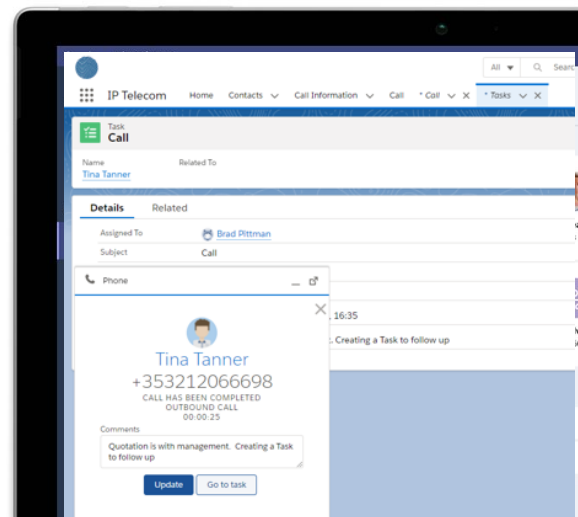




Supercharge your Salesforce experience with IPT for Salesforce



IPT for Salesforce provides seamless integration between Salesforce and your IP Telecom Hosted Phone System enabling an exceptional service desk experience for your customers and at the same time empowering agent's performance. Unify your voice communications with Salesforce to produce seamless, impactful processes that revolutionise the way your company does business

What is IPT for Salesforce?

IPT for Salesforce from IP Telecom is a powerful way of integrating your phone system with Salesforce Lightning allowing you to develop a 360-degree approach to your customer contacts and processes. Empower your teams' customer conversations through contextual calling, pop-ups and click to call options. Help drive increased productivity, reduce lead wastage, garner in-depth insight on relationships and foster an excellent experience for your customers with a fully integrated approach to calling.



Why customers use IPT for Salesforce

- Fully Integrate Telephony with your Salesforce Lightning CRM
- Click-to-call options from your Apps
- Call pop-ups to show who's calling
- Contextual Calling - know why an inbound call is calling before you answer
- Improved analytics to help you get the most from your team
- Cost efficient SaaS model

Enhanced Agent and Customer Experience

- Add calling to a host of day-to-day applications to rapidly increase productivity
- Works across desktop and mobile to free your workforce
- Customer details open as the call comes in, so your team knows what the call context and the customer knows their call is being handled efficiently

Simple Deployment

- Rapid simple deployment to your existing IPT Hosted Phone system with all the features you rely on
- No hardware or software to install
- Only need to enable the solution for users and groups that need it

Remote working capable

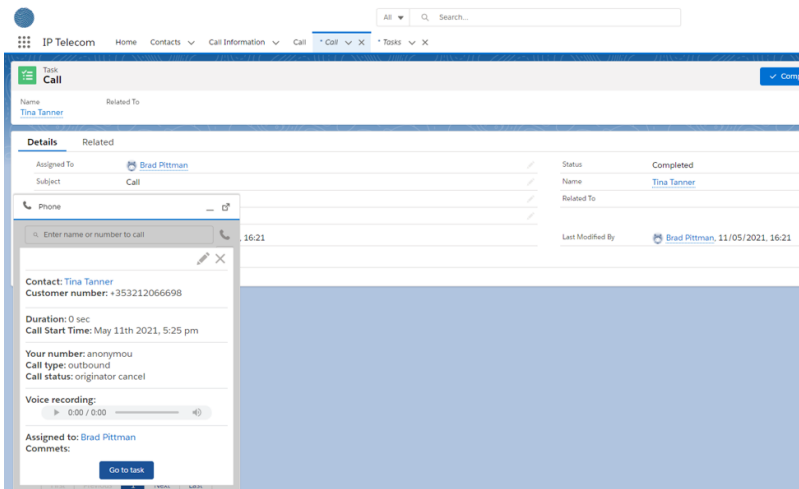
- Links to your IPT Hosted Phone System no matter where you or your team are located
- Centralised, real-time sharing of call information via Salesforce
- Call information launched across multiple devices

Get the best of both worlds

Can be deployed in hours across all apps and devices

Low risk, non-disruptive, cost effective.

Integrate your voice calling across the Salesforce Lightning suite to take customer communications to the next level

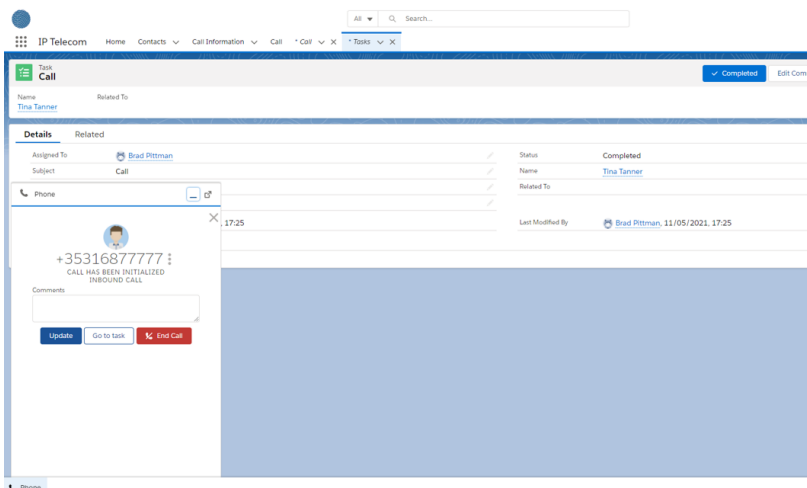
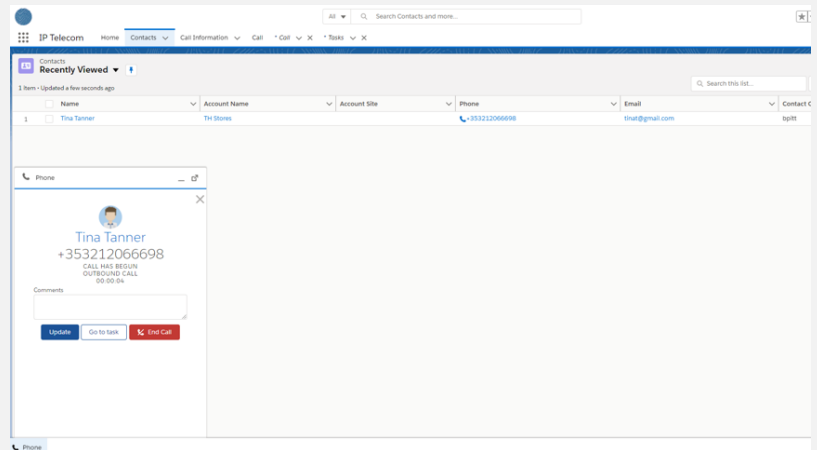


Contextual Calling

Get an instant overview of your caller and their previous interactions with you and any of your team – including prior calls, online forms, or meetings you may have had. IPT for Salesforce automatically displays caller details and context as soon as the call comes in allowing you to pick up from the last conversation and progress.

Pick up from anywhere

No need to launch the Salesforce CRM, pad out the conversation finding the caller information or even be at the office. Once you're logged into Salesforce, IPT for Salesforce will automatically display caller details whether you are in the middle of drafting an email or writing a document your caller details are to hand, allowing you to engage instantly with your caller



Never miss opportunity

Business life dictates that we can't take a call 100% of the time. But with IPT for Salesforce you can forget worrying about potential missed opportunities as if a call is missed or a voicemail is left, a new ticket is automatically created and logged allowing you to make the most when opportunity calls

"We didn't just save money on our phone bills, we chose to work with a telecoms provider that put their customers first. The customer service and support from IP Telecom really sets them apart in their field. We wouldn't rely on anyone else to deliver our voice traffic".

Sarah Nolan | Service Delivery Manager | Automatic Fire

With IPT for Salesforce you can deliver a voice solution that delivers true Unified Communications - from anywhere - across your business applications

IPT for Salesforce adds a new dimension to customer care



- Increased collaboration across products and solutions allows for **more productive teams** and delivers **superior outcomes** for customer fulfilment
- Business goals around **customer engagement and experience** are more quickly achieved with fully integrated solutions
- Desk and softphones can be configured for click to call from your Salesforce interface

Supercharge your Customer Experience



- Agents are empowered when caller information is available to the agent **from the moment the call is received**
- **Never miss an opportunity** or deadline when **follow-up** tasks are created as part of each call made or received
- Get instantaneous access to agent activities **with in-depth data to help process improvement** and agent tracking

Simplified IT in the Cloud delivers flexibility



- **Increase working flexibility and efficiency** – even before the pandemic 72% of workers are forecast to working remotely by 2021
- Lower support costs and higher productivity **in your pre-existing apps**
- **International Reach:** if your business is international calling between offices and colleagues is classed as internal calls and are thus free
- Cloud Service: Operates as **a pure Cloud Based Service**, meaning no hardware or software overhead for the customer when combined with the IPT Hosted Phone System

Bring Integrated Calling to your Salesforce suite

The quickest and easiest way to enable Calling in Salesforce

Why not give it a try?

- Redefine how your current voice platform is used
- IPT for Salesforce can be evaluated **without disruption**
- Evaluate the service free for 30 days for up to 25 users
- Discover the **boost your team** workers get from a new way of collaborating

Provide enhanced collaborative tools for your teams to deliver a true productivity boost for your projects

- **Leverage existing applications** and add voice calling to create a **360-degree customer engagement experience**
- **Streamline** the number of tools your users need to use, **reducing cost, administration and training.**
- Take advantage of the latest enhanced communications to save costs and **increase the level of service** your users enjoy and enhance your customer's experience throughout your communications

Why IP Telecom?

We're passionate about Unified Communications. Since 2010 we've been working with our customers to reimagine the world of business communications and collaboration; we consistently drive progress, innovation and creativity at a rapid pace helping business stay ahead of the curve when it comes to taking advantage of the latest technology, so business can be done more efficiently and effectively. 100% Irish owned and operated we've been deploying integrated solutions across thousands of Irish business and have an unmatched level of expertise and experience in delivering leading edge solutions for business.