

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



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



Enhanced Agent and Customer Experience

Add **calling to a host of day to day Salesforce** applications to rapidly increase productivity across desktop and mobile devices.

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 and get the best of both worlds.



Simple Deployment

Rapid simple deployment to your existing IPT Hosted Phone system with all the features you rely on.

No additional hardware required or software to install. All you need to do is enable the solution for users and groups that need it.

Can be deployed in hours across all apps and devices.



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. Low risk, non disruptive, cost effective.



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



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.

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.



Redefine how your current voice platform is used



IPT for Salesforce can be evaluated without disruption



Discover the boost your team workers get from a new way of collaborating



Evaluate the service free for 30 days for up to 25 users



With **IPT for Salesforce** you can deliver truly joined up communications and enhanced customer experience

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, integrate your office line functionality with your desktop or mobile device enabling true working from anywhere.

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 therefore 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.



Boost productivity and **supercharge** customer experience

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

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

Leverage existing applications and add voice calling to create a 360 degree customer engagement experience and streamline the number of tools your users need to use, reducing cost, administration and training.

At IP Telecom, we're passionate about communications, working with customers to reimagine the way their business functions and create genuine collaboration. We drive progress, innovation, and creativity to help businesses stay ahead of the curve and leverage the latest technology for greater efficiency and effectiveness.

Talk to us Today
Book your free consultation
Call us now on **01 687 7777**

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