

Teams Dialler for Salesforce

PRODUCT FACTSHEET

Teleware

Improve agent productivity whilst delivering exceptional customer experience.

Teams Dialler for Salesforce enables businesses to significantly boost efficiency by allowing seamless calling from within Salesforce - no more switching between applications. The integration enhances agent productivity by providing a unified interface and click-to-call functionality. Whether working in the office or remotely, the Teams Dialler delivers a consistent and streamlined experience for agents.

Integration with Microsoft Single Sign-On reduces the hassle of multiple sign-in prompts and ensures secure authentication. Employees enjoy a smoother, unified sign-in process, enhancing productivity and saving time.

Features

- Microsoft Teams client seamlessly integrates into Salesforce.
- All of the Microsoft Teams features are available in Salesforce, including presence and call management, simplifying communications across the business.
- Automated screen popping of customer records based on Calling Line ID (CLI) - provides historic interactions, open tickets, etc.
- Click-to-call via Teams directly from Salesforce.
- Customer interactions are automatically logged, providing agents with a real-time record of activity.
- Seamless integration with Microsoft Teams services such as call recording.
- Teams Dialler provides automated customer data capture, e.g. call reason codes and notes.
- Implement in minutes, easy to manage and use with minimal training required.

Benefits

- Increases agent productivity.
- Improves the customer experience. With a consistent Microsoft Teams approach, agents are more responsive and communicate more easily with the rest of the organisation when resolving customer enquiries.
- Enhanced customer insights with more up-to-date customer data.

