SALESFORCE INTEGRATION

Smart Choice is committed to providing the best user experience for every customer. We offer covenient, reliable solutions including seamless integrations with popular business applications such as Outlook, Google for Work, Zendesk, and the world's most popular CRM: **Salesforce**. By integrating your Salesforce CRM with SCC's phone solutions, you can empower your business through improved collaboration, increased productivity, and instant access to your most important data.

FEATURES:

Click-to-Call Functionality
Save time and eliminate misdials by calling directly from your browser using SCC's Click-to-Call feature. Just click your mouse and the call is made!

Realtime Analytics
View detailed analytics including agent/contact records, call durations, and call logs–all in real time.

Instant On-Screen Notifications
Inbound pop-ups let you instantly see your customer's existing information and account records during an incoming call.

Presence Awareness
View the realtime status of every agent in your queue to help you determine whether they are available to take a customer's call.

Windows & Mac Compatibility
Enjoy integrated features within your browser on both Windows and Mac operating systems.