

Cisco Unified CallConnector for Salesforce.com

An integral part of the Cisco® Unified Communications family of products, Cisco Unified CallConnector for Salesforce.com is a desktop solution that integrates Cisco Unified Communications Manager Express and Cisco Unified Communications Manager with Salesforce.com. (Previous versions of Cisco Unified Communications Manager were known as Cisco Unified CallManager.) The connector offers easy-to-use call control and productivity features that help increase productivity and improve customer service and business intelligence. The GUI interface for Cisco Unified CallConnector for Salesforce.com is embedded into the Salesforce.com interface, providing transparent desktop integration and giving users new and easy ways to work smarter and faster.

The Cisco Unified Communications family of voice, video, and IP communications products and applications helps organizations communicate more effectively – enabling them to streamline business processes, reach the right resource the first time, and reduce costs and maximize revenue. The Cisco Unified Communications system is an integral part of a complete, integrated business communications solution for organizations of all sizes. The solution also includes network infrastructure, security, and network management products; wireless connectivity; a lifecycle services approach; and flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

Figure 1 shows an example of the interface for Cisco Unified CallConnector for Salesforce.com. Figure 2 shows Cisco Unified CallConnector for Salesforce.com embedded into the Salesforce.com application.

Figure 1. Interface for Cisco Unified CallConnector for Salesforce.com

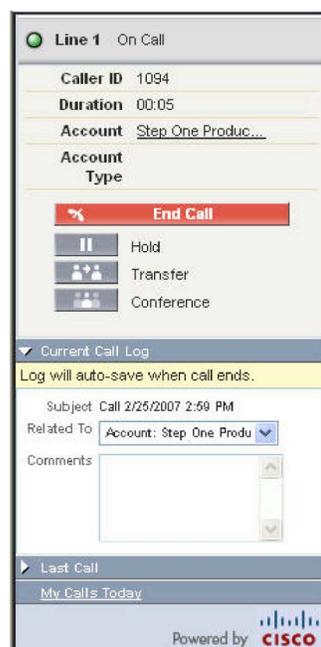
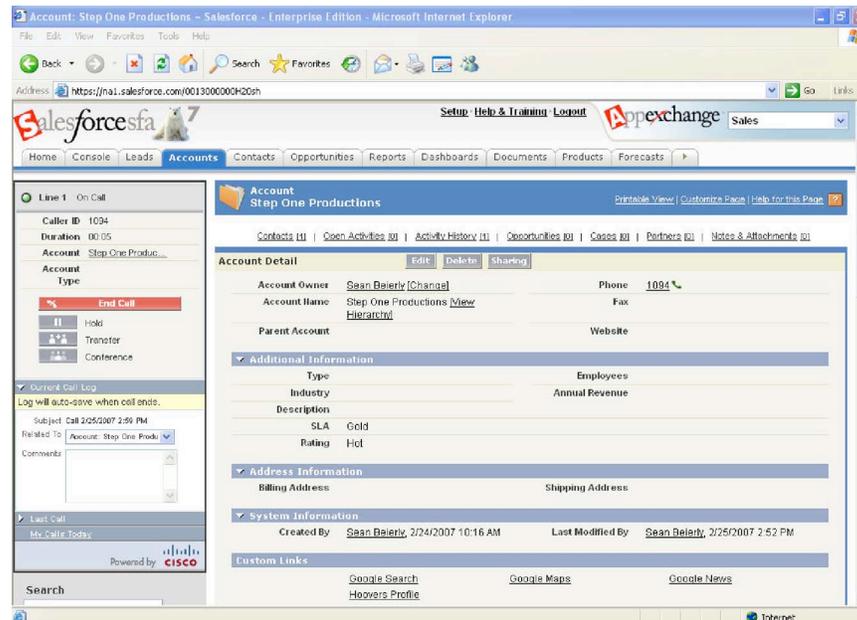


Figure 2. Salesforce.com Interface with Cisco Unified CallConnector for Salesforce.com Embedded

Solution Overview

Communications Made Easy

Cisco Unified CallConnector for Salesforce.com delivers a new way to handle the everyday task of communicating with customers and vendors. As a fully integrated unified communications and customer relationship management (CRM) solution, the connector is easy to use and can increase productivity when used consistently. Cisco Unified CallConnector for Salesforce.com offers the following features:

- Screen pops of customer information for inbound and outbound calls, based on caller ID
- Information tracking related to inbound and outbound calls, with the information inserted automatically into the Salesforce.com application call history
- Integrated call control buttons, giving users the ability to control their IP phone from the PC
- Ability to click to dial from any contact or phone number within Salesforce.com
- Easy installation and maintenance; no on-premise dedicated server required

Cisco Unified CallConnector for Salesforce.com, especially designed for the small and medium-sized business (SMB), branch office, or mobile user, is supported by Cisco Unified Communications Manager Express 4.0 or higher and Cisco Unified Communications Manager 4.x or higher.

Table 1 lists the features of Cisco Unified CallConnector for Salesforce.com.

Table 1. Features of Cisco Unified CallConnector for Salesforce.com

Cisco Unified CallConnector Feature	Description	Benefit
Screen pop of customer record	Calls uniquely matching a customer record are automatically presented to the user	Automatic lookup saves the user time on every phone call by automatically retrieving the associated customer record
Call tracking	Call-related information is automatically tracked and inserted into the Salesforce.com call history record	Fewer errors; increased productivity and operational efficiency
Click to dial from any contact	Phone numbers are click-to-dial links, causing the phone to automatically dial the destination phone number	Saves time; calls are placed in a few seconds without manual number entry
Embedded call control buttons	Easily control the phone features (that is, hold, transfer, conference) from the connector GUI interface	Easily transfer or set up conference calls using a PC mouse
Manual match	Manually match the active call to an existing record when caller ID doesn't match a customer record	Customer calls coming from a number not associated with their record are tracked, increasing the information about all customer phone calls
Best match	When caller ID matches more than one record, the user can select the best match after identifying the caller verbally	Customer or vendor calls that appear as a generic number are tracked when there are multiple contacts with the same caller ID

System Requirements

Table 2 lists the computer requirements of Cisco Unified CallConnector for Salesforce.com.

Table 2. Computer Requirements of Cisco Unified CallConnector for Salesforce.com

Parameter	Description
Disk space	<ul style="list-style-type: none"> 40 MB free hard drive space for clients
Hardware	<ul style="list-style-type: none"> 1.8 GHz or faster Pentium 4 or compatible processor for workstation Dedicated 1.8 GHz or faster Pentium 4 or compatible processor for server
Software and Hardware Requirements:	<ul style="list-style-type: none"> Cisco Unified IP Phones + Cisco Unified Communications Manager, Unified Communications Manager Express or Unified Contact Center Express Premium An active Salesforce.com account (Enterprise, Professional or Unlimited Edition) Microsoft Windows XP Professional (Service Pack 2 or later) for workstation <p>Application integration:</p> <ul style="list-style-type: none"> Cisco IOS[®] Telephony Service Provider or Cisco Telephony Application Programming Interface (TAPI) client

Cisco Unified Communications Compatibility

- Cisco Unified Communications Manager Express 4.0 or higher
- Cisco Unified Communications Manager 4.x or higher
- All Cisco Unified IP Phones supported by Cisco Unified Communications Manager Express and Cisco Unified Communications Manager

Table 3 lists the recommended deployment sizes for Cisco Unified CallConnector for Salesforce.com.

Table 3. Recommended Deployment Sizes for Cisco Unified CallConnector for Salesforce.com

Description	Deployment Size
Cisco Unified Communications Manager Express	Up to 240 (TAPI) users (using a Cisco 3845 Integrated Services Router)
Cisco Unified Communications Manager	Up to 1000 (TAPI) users (using a Cisco 7825 Media Convergence Server or higher)

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operating services reduce the risk of communications downtime with expert technical support, and optimization services enhance solution performance for operating excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

For More Information

For more information about Cisco Unified CallConnector for Salesforce.com, visit <http://www.cisco.com/go/salesforce>. If you have questions, send e-mail to cisco-sfdc@cisco.com.



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