

Salesforce

Contact center and CTI client for Salesforce

NTFW®

ADVANTAGES

- Single Sign-on (SSO)
- Single page integration (no pop-up)
- Individual positioning of the CTI integration
- Click-to-call directly in Salesforce
- Display of missed calls with filter
- Contact center functionality
- Minimizable / maximizable display from menu bar

Contact center and CTI client for Salesforce

With its contact center and CTI client for Salesforce, NTW offers a comprehensive solution to enhance the integration of telephony in daily business operations.

No client installation necessary

The client is carried out completely on the server-side and may be accessed with any modern browser without additional installation on the client phone. Using single sign-on technology, cumbersome entering of user credentials is omitted. Security is ensured by an authentication via JWT.

Single sign-on and click-to-call

Beside a full-text search in the Salesforce contacts as well as in the internal and external directory and the respective call initiation, the client offers a reverse lookup of callers. Thereby, in addition to displaying the contact information in the NTW client, the respective Salesforce contact is being opened. Incoming calls may be answered directly via the user interface or on the phone. Functions like hold, forwarding or drop are available directly on the CTI client. Every call may be logged in the activities and notes may be attached. At the same time, different data records, such as leads, may be created using the pre-populated caller information. All that can be managed during a call as well as afterwards. When a call is being forwarded to another agent, all data records and notes can be transferred with it.

Integration of the CTI client into the Salesforce interface: incoming call

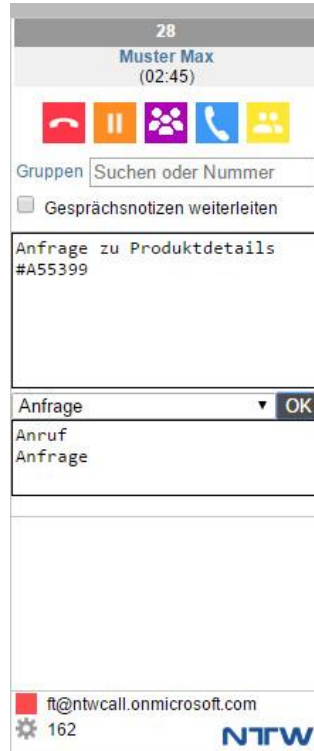
The screenshot displays the Salesforce user interface for a contact named Max Muster. The top navigation bar includes a search bar and various application tabs. The main content area is divided into sections: RELATED (with a Twitter link), DETAILS (showing contact information like Title, Account Name, Phone, Email, and Contact Owner), ACTIVITY (showing a list of calls with details like 'Call: Muster Max (33)' and 'Call: Muster Max (102)'), and CHATTER. A 'Phone' window is open, showing contact details and call controls. The interface is clean and professional, with a blue and white color scheme.



The click-to-call technology provides the ability to directly initiate a call to a contact in Salesforce, which can then be controlled by the client.

Open architecture for individual adaptations

The open architecture of the NTW CTI client enables easy portrayal and optimisation of established business operations. We will gladly review your company's individual requirements!



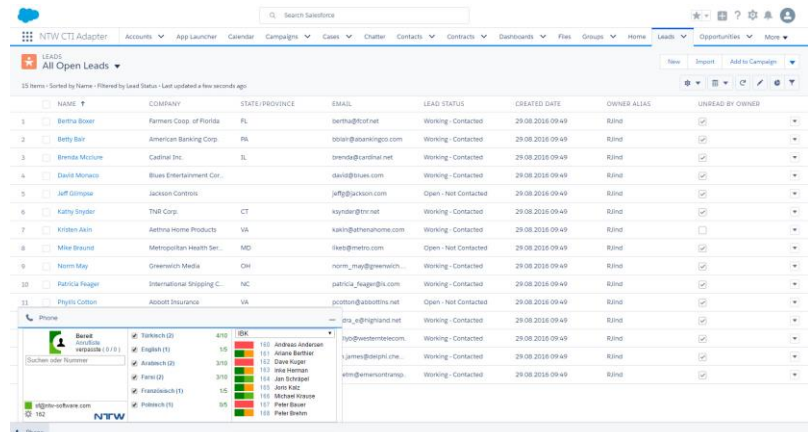
Call control and call processing



Contact center functionality containing queue and group

Contact center functionality

In addition to the CTI functionality, the NTW Salesforce client provides a full contact center implementation. Beside its automatic call allocation, it contains an overview of all queues as well as the other agents' statuses. Individual ready states and wrap-up codes may also be set.

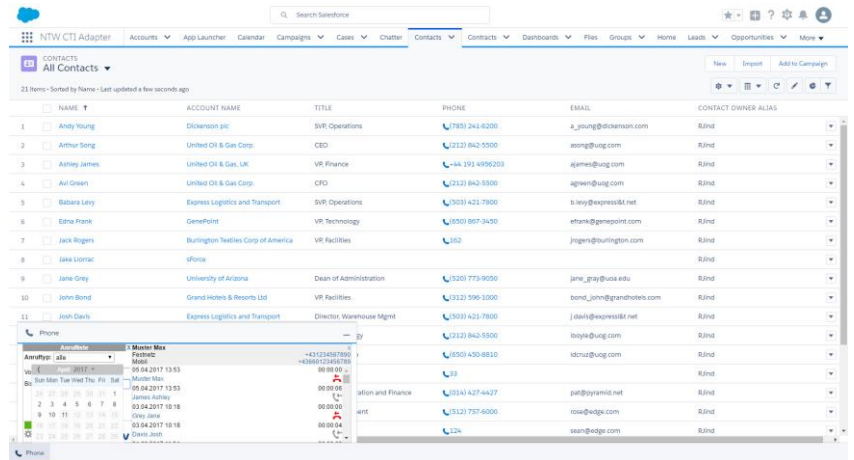


Contact center client landscape format



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Caller list in CTI client
Salesforce with search filter