



## 8x8 Virtual Office for Salesforce



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### Because The Experience Is Everything

8x8 Virtual Office for Salesforce delivers out-of-the-box integration between Salesforce and 8x8 business communications providing your teams with the ability to make, take and transfer calls from within Salesforce. Additionally, your communications and opportunity data are now on the same platform providing one system of intelligence delivering new levels of insights into your business.

The results? More intelligent and productive interactions between your teams and your customers.

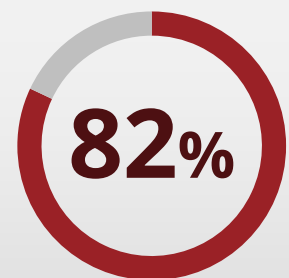
### Key Benefits

#### Enhanced User Experience

Screen pops for incoming call, easy call logging and follow ups delivers a frictionless experience.

#### Increased Productivity

The integration provides the ability to take, make and manage calls within Salesforce enabling faster, more personalised engagements.



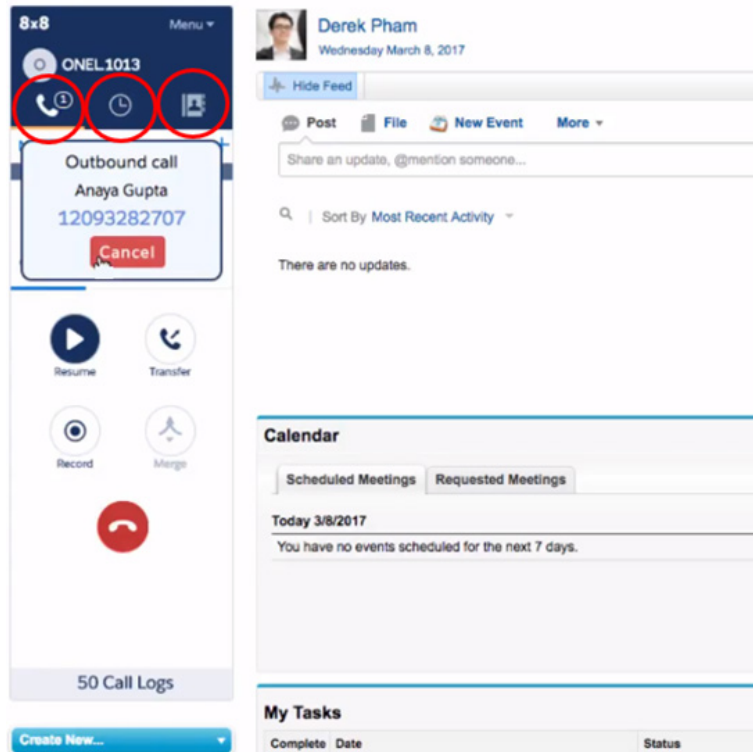
of customers stop doing business with a company after a bad experience.<sup>1</sup>

<sup>1</sup> Mary Meeker, Internet Trends Report 2017

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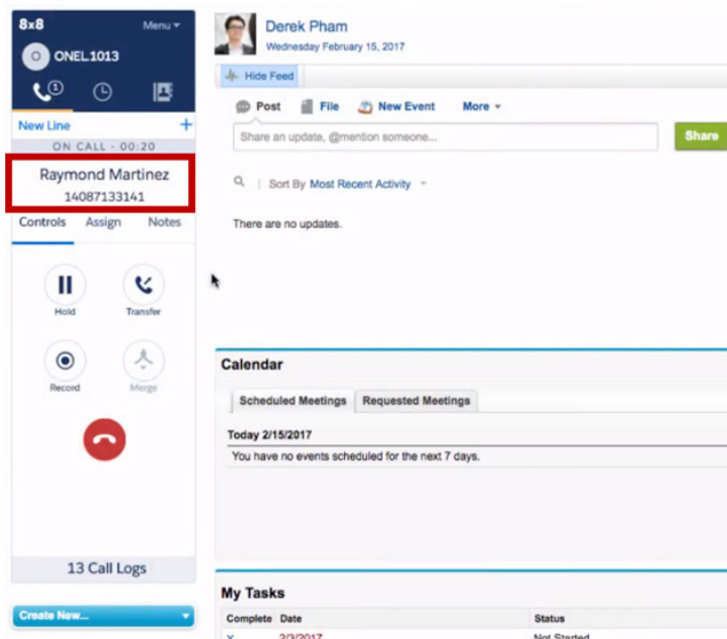
### Click-to-dial from Salesforce

Dial directly from the single platform: manually from the dialpad, selecting from recent calls, or from contact directory.



### Instant identification as the call arrives

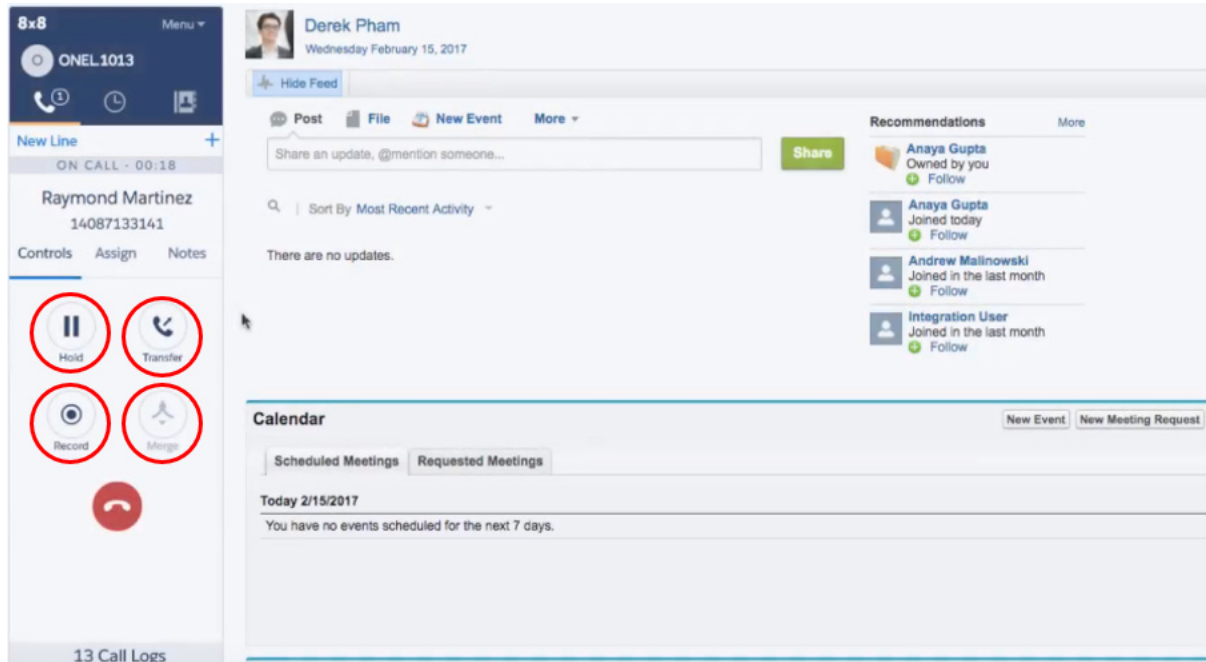
Screen pop with caller information helps the user to identify the caller and take desired actions like merge and transfer before picking the call.



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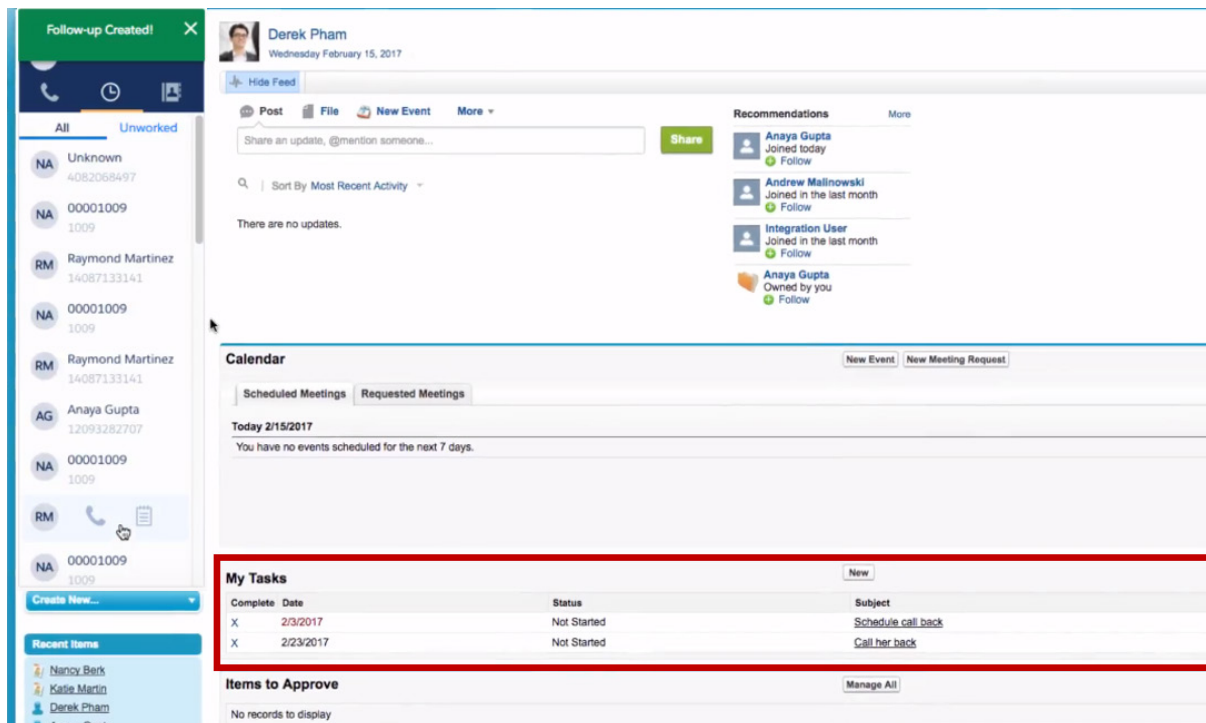
## Easy call management

Record, merge, warm transfer, hold and resume calls right from the Salesforce interface.



## Easy to organise call logs and follow-ups

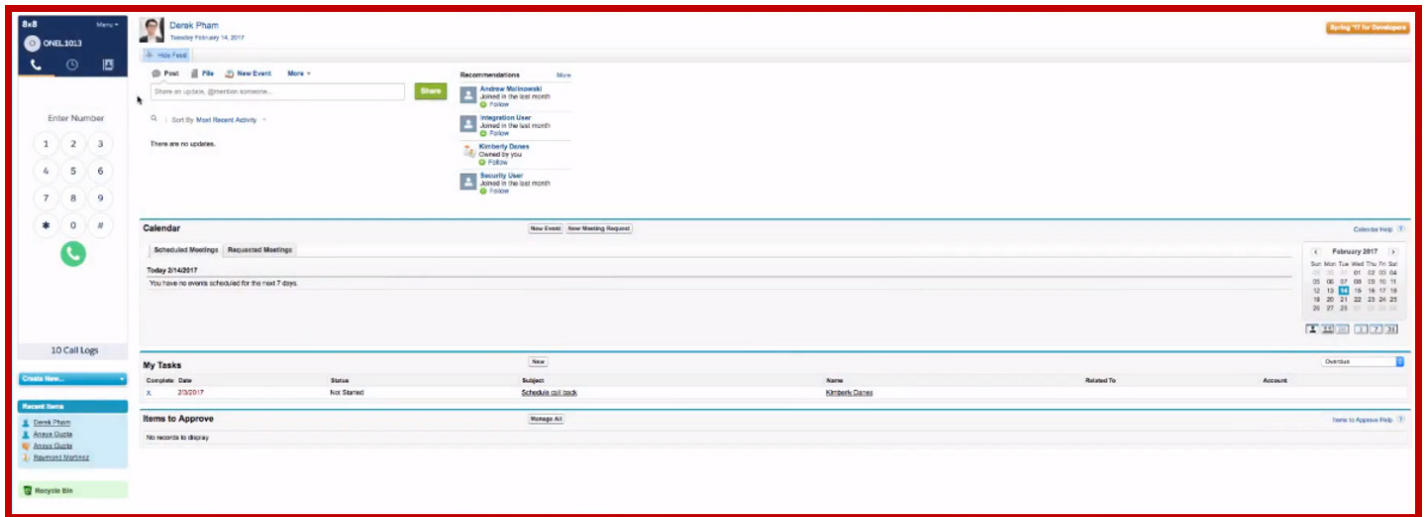
Call logs can help you keep the track of how a call went, what was discussed and whether or not it was successful. Additionally, follow-ups help you arrange the next step to speed up your workflow.



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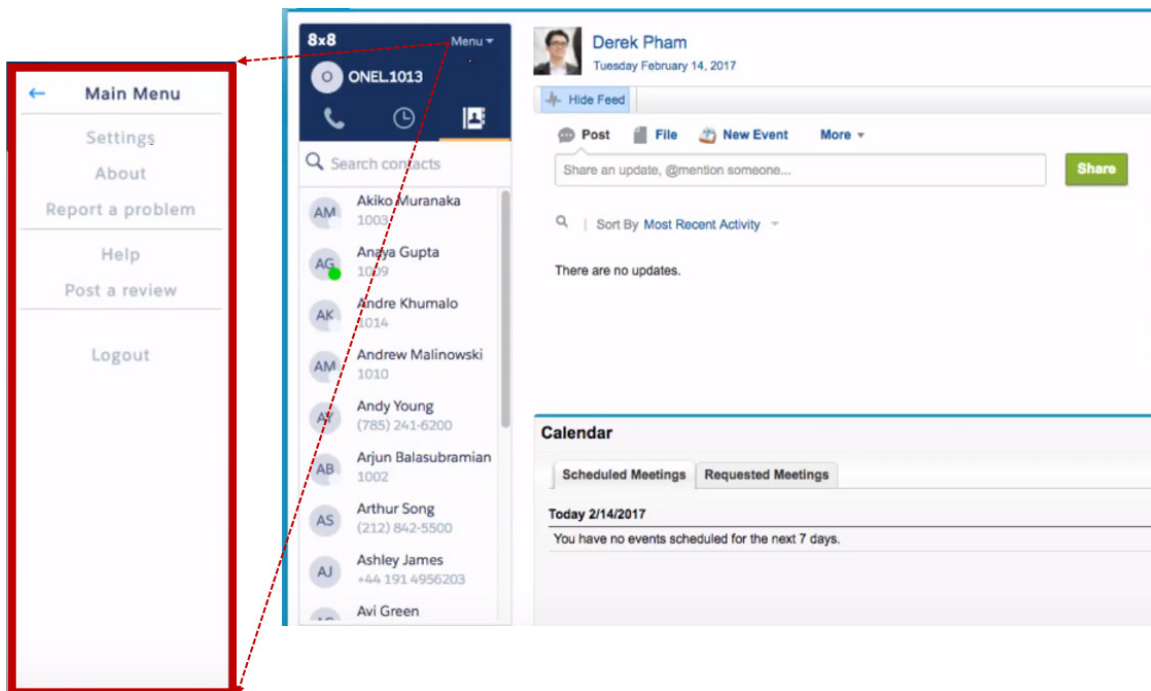
## Single user interface for customer communication and relationship management

Integrate your 8x8 and Salesforce experience, making it easy to make calls and access information from a single location.



## Personalise the experience

The drop-down menu gives the user access to settings, reporting problems, help documentation and more. Supervisors with special permissions can configure call team settings.



8x8, Inc. (NYSE:EGHT) is a leading provider of cloud phone, meeting, collaboration and contact center solutions with over a million business users worldwide. 8x8 helps enterprises engage at the speed of employee and customer expectations by putting the collective intelligence of the organization in the hands of every employee. For additional information, visit [www.8x8.com](http://www.8x8.com), or follow 8x8 on [LinkedIn](#), [Twitter](#), and [Facebook](#).