

## SALESFORCEBYFONE FOR SUPPORT

Part of the Angel SalesforceByFone solutions suite, SupportByFone with salesforce.com screen pop enables seamless integration with salesforce.com to extend the use of your support application to the telephone. The solution provides centralized access to all support automation functions, including web, email and phone support and proactively alerts agents to incoming call information, increasing the productivity of your support center and enhancing caller satisfaction.

## SOLUTION OVERVIEW

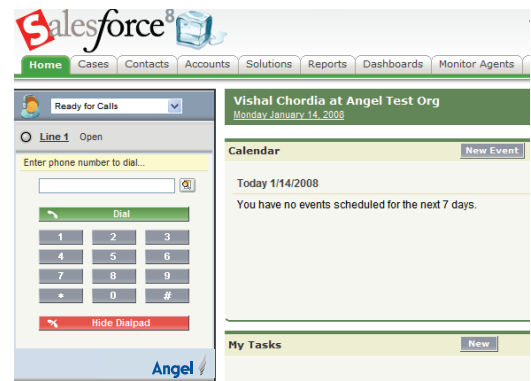
With Angel SupportByFone with salesforce.com Screen Pop, your salesforce.com account is all that's needed to create a customized call experience for your customers, no hardware or software required- enabling you to enhance your support operations easily, quickly and cost-effectively. By providing one login to a centralized database across your support department, agents have simple and complete access to take calls and manage cases. And, the built-in screen pop functionality proactively provides detailed caller information, enabling agents to more actively and efficiently address caller needs.

### Instant information on incoming callers

Give your support representatives complete caller information to expedite call resolution, viewable through their salesforce.com account. You can provide basic caller information such as name, title and company or detailed data such as call history and case number; Angel can be easily configured to meet your support center requirements. Use the information to route calls to the most appropriate agent and allow agents to most effectively tie caller inquiries to existing individual or corporate account information.

### Phone-enabled support center solutions

Connect your salesforce.com application to the telephone and centralize all support automation - web, email and phone support. Empower your service and support callers to automatically check the status of a case, open a new case, update a case description, or transfer to a live agent- enhancing the customer experience. With fully integrated IVR, you can also empower your customers to open, close, update or check status on a case without speaking to an agent, while creating a personalized and complete call experience for you callers.



## SCREEN POP FOR CALL CENTERS WITH SUPPORTBYFONE, YOU WILL:

- **Maximize productivity** of your sales team when on the road with convenient voice-based management of their salesforce.com account.
- **Increase efficiency** of sales reps with convenient click-to-call, automatic logging of call activities and real-time reporting.
- **Increase lead data accuracy** through instant capture of phone leads and automatic recording of information, directly into your salesforce.com application.
- **Easily deploy and manage a complete solution.** Angel's web-based Site Builder tool enables you to manage your solution end-to-end, in real-time, from a simple internet connection.

The full-featured and flexible Angel solution works with any 10-digit or international phone number. The solution also provides complete access to a call queue monitor to see live call load and agent availability. Easily turn on/off system functionality through the web and phone, such as call queuing, recording or call whispering. And, only Angel gives your support center the ability to add or delete agents on the fly, providing instant updates on changing numbers and locations.

### One-click outbound calling

Save your support team time and increase accuracy of data. Angel integrates with your salesforce.com application to provide a fully automated, fully hosted solution that enables users to place outbound calls by clicking on a phone number from a case record. All calls placed are automatically logged in the salesforce.com application, including call results, call details, new case information, enhancing support team productivity and ensuring systematic tracking of all call activities.

### Automatic logging of call information

Incoming and outgoing calls are automatically logged into your salesforce.com account by case or contact, providing centralized tracking and management of call details. Add comments about the call or create automatic cases for each voice message for agents to follow up.

### Full reporting and analysis

Use the power of salesforce.com reporting to get real-time access to reporting and full tracking of call center activities. Call details are automatically tracked and inserted in the salesforce.com record by contact or case number for easy tracking. View Dashboards for a graphic view of caller action requests, call termination types, survey results and case details to gain a full understanding of support center success.

## HOW IT WORKS:

