

Salesforce CTI Assessment

Increase productivity by enabling CTI within Salesforce.

Wondering how to get started with computer telephony integration (CTI) and connect it to Salesforce – all in the cloud? This Accelerator will enable CTI within Salesforce through the use of open CTI, jump-start your vendor selection process, and help you efficiently identify their requirements to reduce the overall effort spent on the traditional RFI and RFP activities.

What it can do for you

- Increase service rep productivity
- Decrease in case resolution time

How it works

Certified Specialists will guide you through the process over a predetermined timeframe (typically 3-4 weeks):

Discovery

- A high-level review of your telephony architecture
- Outline potential CTI use cases for your organization

Analysis

- Help you navigate your first steps for CTI implementation and find a partner
- Discuss deployment and partner selection best practices

Outcomes

- Review of telephony architecture and key use cases
- List of up to 3 partner options
- Open CTI deployment best practices

ACCELERATOR COST

5 POINTS

GOAL

Achieve faster ROI, reduce costs.

INTENDED USER

You want to understand CTI functionality better and are looking to get started with your Salesforce CTI strategy.

PREREQUISITES

- Sales Cloud /Service Cloud CRM licenses required
- Business and IT/telephony stakeholders who are committed to CTI rollout
- Imminent plans to deploy CTI

Learn how we can help you accelerate your CRM success.

[CONTACT US](#)

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