

# 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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