



The Powerful and Easy to Use Contact Center Platform for Salesforce CRM

The Contactual OnDemand Contact Center is the fastest and easiest way for companies to deploy a world class contact center. Contactual’s innovative SaaS solution seamlessly integrates with Salesforce CRM to improve the quality of customer interactions and streamline agent productivity.

Customer Contact Reinvented

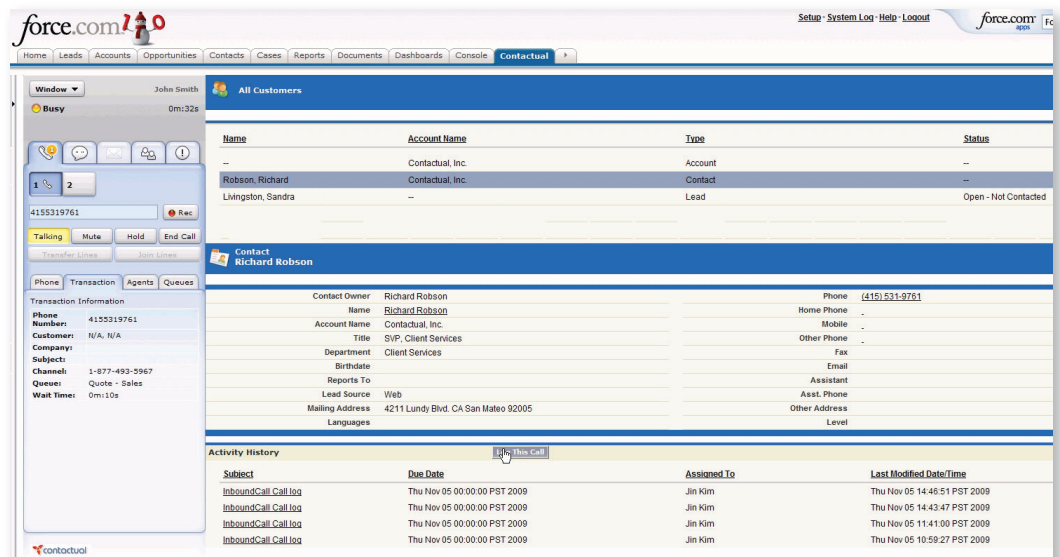
Contactual allows you to immediately deploy your contact center for a low subscription fee with no cumbersome hardware or software to buy and no implementation or maintenance team to hire. The OnDemand Contact Center’s rich feature set optimizes your operations, providing significant cost savings that continue over time.

Seamless Integration to Salesforce CRM

Contactual’s fully integrated agent console supports all customer interaction mediums — phone, email and chat — within Salesforce CRM to provide comprehensive interaction management across all contact channels.



- Complete Telephony Integration**
 Instant access to caller information through advanced CTI capabilities. Easily manage all inbound and outbound calls.
- Integrated Chat Management**
 Quickly store and retrieve web chat transactions with a single click. FAQ shortcuts further streamline chat-based interactions.
- Enhanced Call Recording and Retrieval**
 Record all calls or a predefined portion. Retrieve call recordings without leaving the salesforce.com application.



Comprehensive Contact Center Functionality

The OnDemand Contact Center is the most innovative and flexible offering and allows any organization to quickly and easily reinvent their customer interaction experience for all contact methods—phone, email and chat.

The Contactual OnDemand Contact Center includes:

- Multimedia Interaction Management for Phone, Email & Chat
- Skills Based & Skill Level Routing
- Preview Dialing & Click-to-Dial
- Interactive Voice Response (IVR)
- Computer Telephony Integration (CTI)
- Desktop Sharing
- Real-Time Monitoring
- Call Recording
- Agent-to-Agent Chat & Broadcast
- FAQ Knowledgebase
- Comprehensive Reporting Tools

The Global Leader in Hosted Contact Center Solutions

From the world-class UI design team who developed our user interface, to the rich contact center feature set that is fast and easy to implement, to our patent pending Advanced Virtual Tenant ArchitectureSM and our fully-redundant infrastructure covering the largest global footprint—every aspect of the OnDemand Contact Center is designed and engineered to provide an exceptional customer interaction experience.

Built from the ground up as a 100% SaaS solution, the Contactual OnDemand Contact Center quickly scales to meet the demands of your growing business. With no hardware or software to buy or plugins to configure your call center can be fully operational in as little two days, seamlessly supporting your agents regardless of their location—in-house, remote or home-based.

Take the next step

To learn more about the Contactual OnDemand Contact Center and our integration capabilities with Salesforce CRM, please visit us at www.contactual.com/salesforce.

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You can also find Contactual on the salesforce.com AppExchange at www.salesforce.com/appexchange.