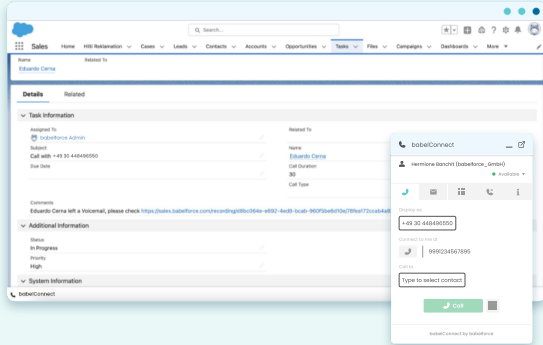




CRM TELEPHONY

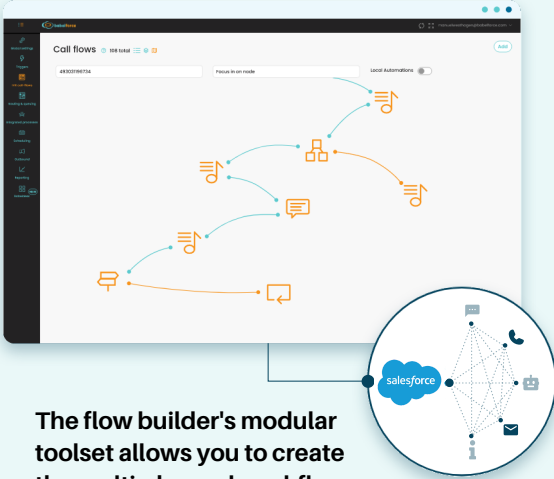
With real-time 2-way Salesforce integration

babelConnect



Your agents can handle calls, see caller information and trigger actions such as call transfers without leaving the CRM.

Call flow builder



The flow builder's modular toolset allows you to create the multi-channel workflows your contact center needs.

WHY INTEGRATE TELEPHONY? ✓

Modern customers expect a true omnichannel experience, and by connecting your contact center channels you benefit both customer and agent. babelConnect's Salesforce integration takes 60 seconds to connect and brings siloed data together to deliver a seamless customer journey.

The babelManager app's versatile automation builder links your phones and CRM to your other systems. This allows you to build intelligent workflows that free your agents from repetitive tasks and automatically serve them the information they need to resolve their calls more easily.

INTEGRATE, AUTOMATE, SUCCEED. ✓

1

One-click calls from within your CRM

The babelConnect app allows agents to handle calls from within the CRM, eliminating the wasted time of swapping between systems to search for information.

2

Customer recognition and call whisper

babelConnect compares caller details with CRM data. If a match is found, an automatic audio whisper can inform the agent of key details about the caller (such as language spoken).

3

Omnichannel context visible in Salesforce

babelConnect pulls intent data from every channel the caller has interacted with and displays it for the agent. Key information can be saved to a Salesforce task linked to the caller's contact.

4

Compatible with existing CRM logic

Create your ideal contact center workflows without replacing existing systems. babelConnect call flows can fit around and support the workflow logic you already have in Salesforce.

WHY CHOOSE BABELCONNECT? ✓



Deploy over 70 languages out of the box



Go live in under 8 weeks



Design, test and implement your ideal workflows



Automate up to 90% of repeated tasks



Easy for customers
Easy for agents
Easy for you

babelforce.com

