



IOGather

CX17

INDY • MAY 22-25, 2017



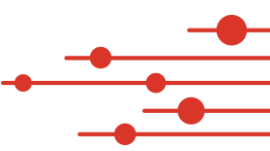
Genesys + Salesforce = Amazing Customer Experiences

Kimlan Do, PureEngage Product Management

Cindy Herrington, PureConnect Product Management

Randolph Rife, PureCloud Product Management

THE BEST OF BOTH WORLDS



THE WORLD'S LEADING CRM AND THE WORLD'S LEADING OMNICHANNEL ENGAGEMENT ENGINE INTEGRATED FOR COMPLETE CUSTOMER LIFECYCLE MANAGEMENT AND INNOVATION IN CUSTOMER EXPERIENCE.

DEEPEST
INTEGRATION
OF ANY
VENDOR

LEVERAGING
CUSTOMERS'
EXISTING
INVESTMENTS

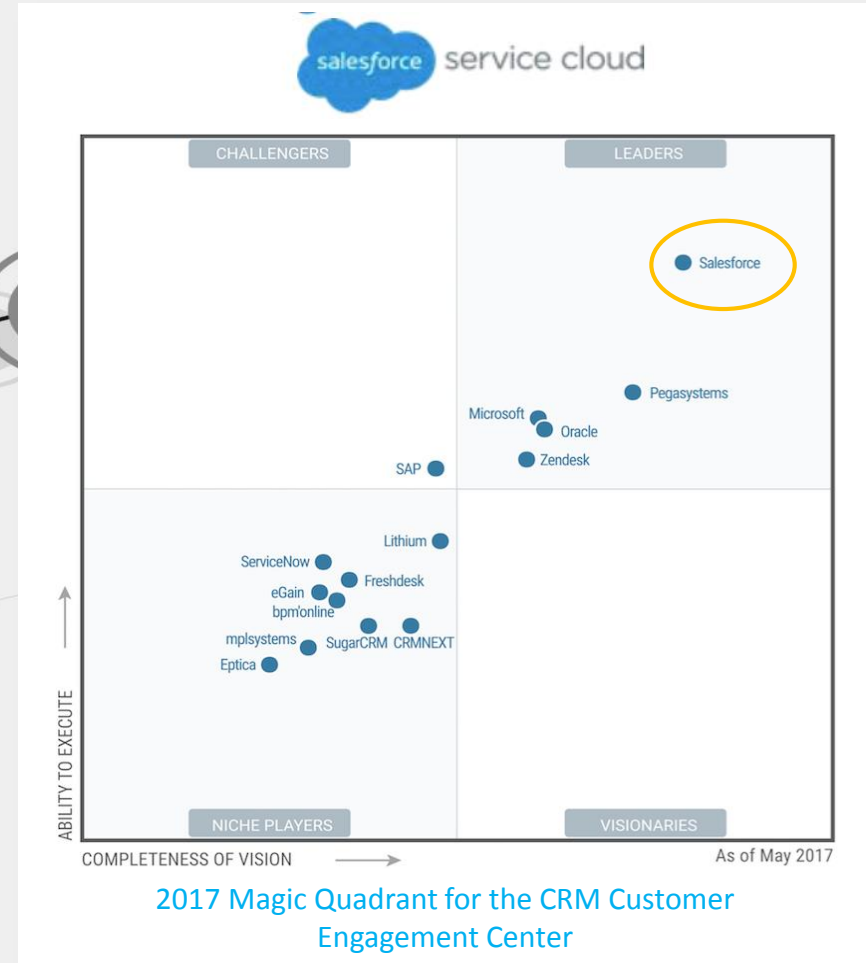
TO SHARE DATA
AND CONTEXT
SEAMLESSLY

ACROSS
MARKETING,
SALES, SERVICE

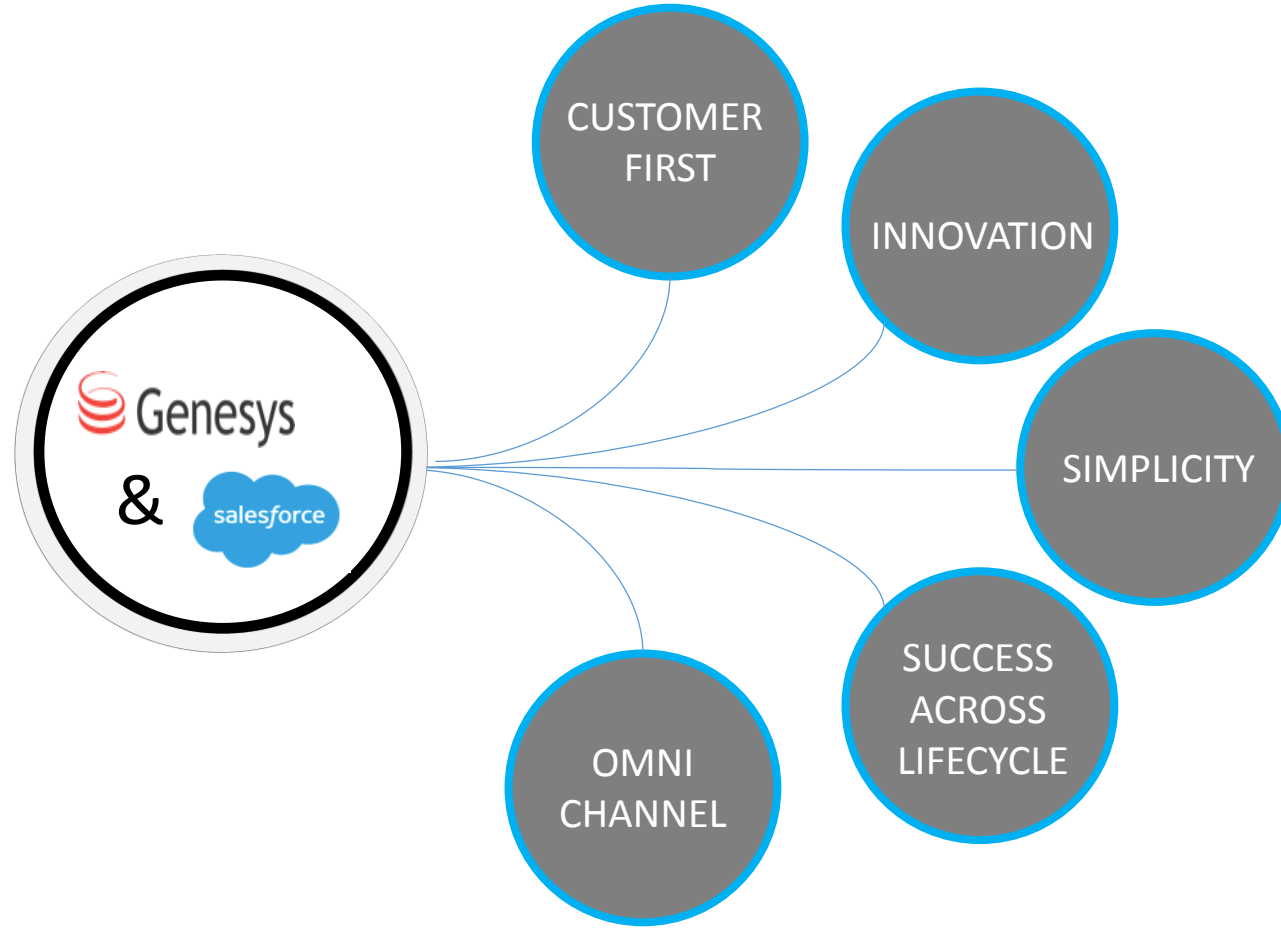
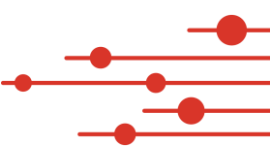
BLENDING SELF
AND ASSISTED
SERVICE

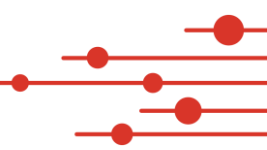
WITH
CENTRALIZED
REPORTING +
WORKFORCE
OPTIMIZATION

CATEGORY LEADERSHIP FOR 9 YEARS RUNNING



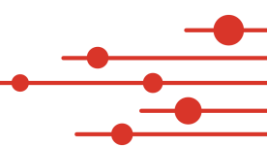
GUIDING PRINCIPLES





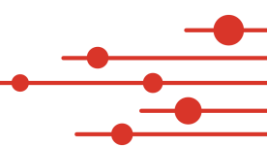
PureEngage

Gplus Adapter for Salesforce



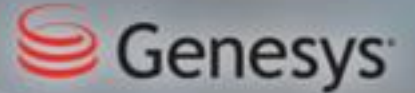
Only true omnichannel customer engagement suite for global businesses to deliver competitively superior experiences -- providing real-time contextual journeys, world-class orchestrated routing, and digital transformation at any scale.

Salesforce App Exchange Listing



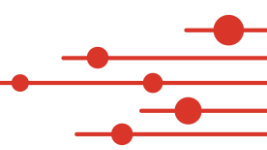
Gplus ADAPTER FOR SALESFORCE

The Leading CX Platform
for Salesforce



<https://appexchange.salesforce.com/listingDetail?listingId=a0N3000000B5I6REAR>

Key Capabilities for Gplus Adapter



AUTOMATED RECORD DISPLAY & ACTIVITY UPDATE

- Screen pops of Salesforce records using caller ID or attached data
- Multiple records displayed at same time
- Activity record created at conclusion of interaction

EMBEDDED USER INTERFACE

- Embedded media control within Salesforce user interface
- Select phone field from record and dial out directly through Genesys CX Platform

EASE OF ROUTING AND IMPLEMENTATION

- Real-time orchestration, assigning interactions to the best available contact center agents
- 100% thin client architecture

Key Capabilities for Gplus Adapter



Inbound or Outbound Voice

- Voice call controls for inbound calls
- Outbound Campaign in Progressive, Predictive and Pull Preview Modes
- Free Seating, SIP Voicemail Support

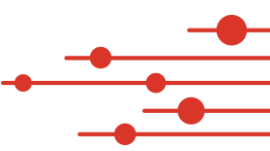
Chat or Email

- Support Workspace Web features for Genesys Chat and Email
- Knowledge and Standard Responses

Supervisor Features

- Supervision modes for voice and chat include silent monitoring, coach and barge-in
- All calls or only current call

CURRENTLY AVAILABLE GENESYS PURE ENGAGE INTEGRATION OPTIONS TO SFDC



	GPLUS ADAPTER FOR SALESFORCE	GPLUS ADAPTER FOR SALESFORCE WORKSPACE WEB EDITION	PLUG-IN FOR WORKSPACE DESKTOP EDITION
AVAILABILITY	GENERALLY AVAILABLE PRODUCT – CLOUD CONDITIONAL - PREMISE	GENERALLY AVAILABLE PRODUCT – CLOUD CONDITIONAL - PREMISE	PS ASSET – BEST SUITED FOR EXISTING WDE CUSTOMERS PREMISE ONLY
EMBEDDED IN SALESFORCE	X	X	
REQUIRED WORKSPACE LICENSE		X	X
SCREEN POP	X	X	X
CLICK TO DIAL	X	X	X
ACTIVITY TRACKING	X	X	X
SUPPORT SALESFORCE CLASSIC MODE	X		X
SUPPORT SALESFORCE CONSOLE MODE	X	X	X
INBOUND VOICE (INCL. TEAM COMMUNICATOR, VOICE CONFERENCING AND CONSULTATION)	X	X	X
OUTBOUND VOICE		X	X
CHAT	X (WITHOUT STANDARD RESPONSES)	X	X
EMAIL		X	X
SOCIAL MEDIA			X
SMS			X
WORKLOAD MANAGEMENT			X
KNOWLEDGE MANAGEMENT		X	X
SIP BUSINESS CONTINUITY			X

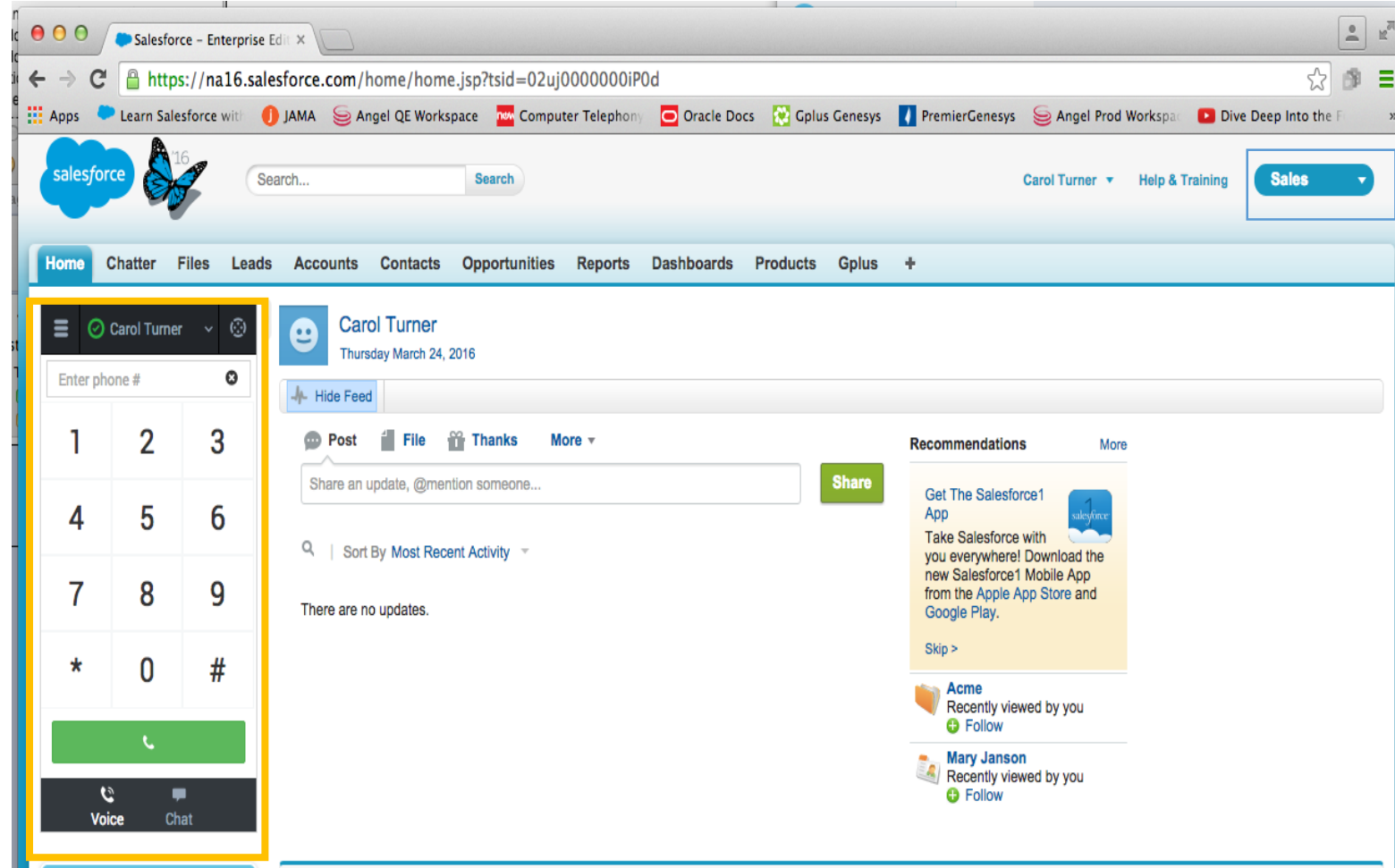
Option 1: Gplus in Salesforce Classic Mode



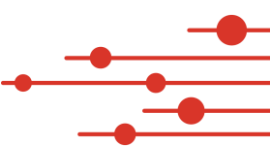
- Salesforce Classic Mode
 - Inbound Voice
 - Chat without standard responses

- Sized fixed at 400x200 (Salesforce limitation)

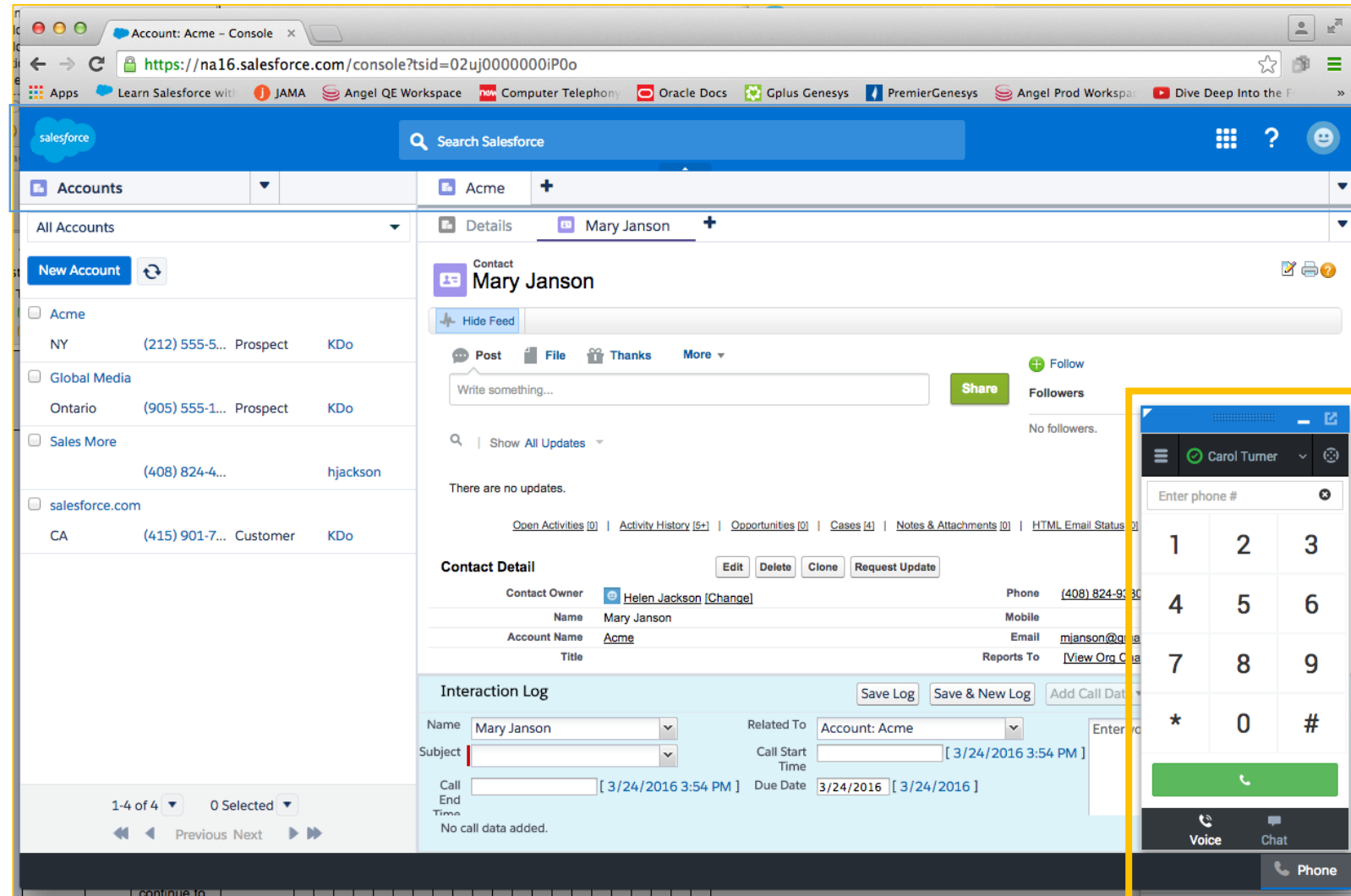
- Available for Pure Engage Cloud and Premise



Option 2: Gplus in Salesforce Console Mode

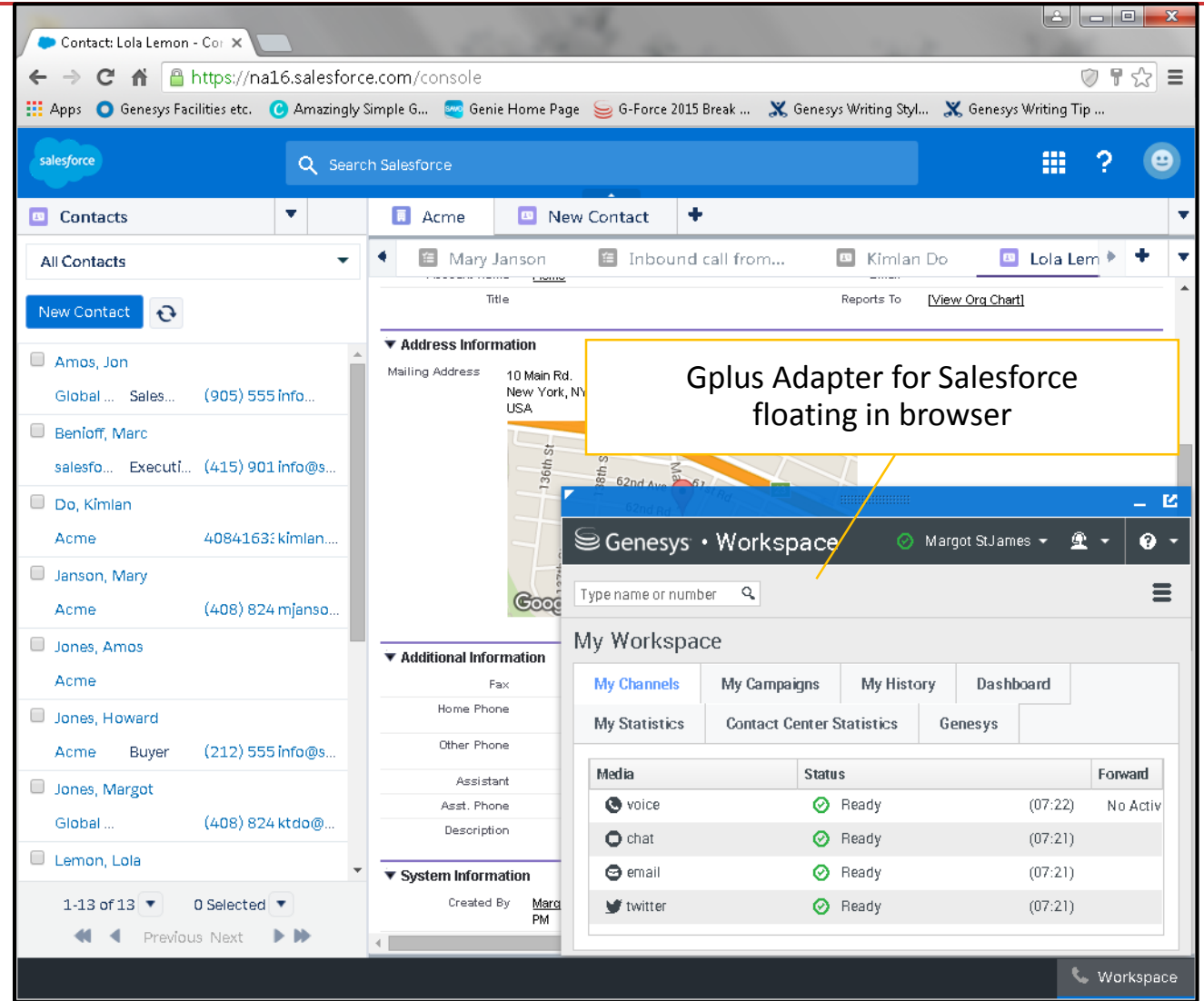


- Salesforce in Console Mode
 - Inbound Voice
 - Chat without standard responses
- Sized fixed at 400x200 (windows is resizable – but adapter is not)
 - Moveable and popout of browser
- Available for Pure Engage Cloud and Premise



Option 3 – Gplus with Workspace Web in Salesforce Console Mode

- Salesforce in Console Mode **ONLY**
 - Inbound/Outbound Voice
 - Chat
 - Email
- Movable/Resizable/Popout to separate windows
- Available for Pure Engage Cloud and Premise



Option 3 – Gplus with Workspace Web in Salesforce Console Mode

The screenshot displays two browser windows side-by-side. The left window, titled 'Workspace - Google Chrome', shows the Genesys Workspace interface with a search bar and a 'My Workspace' section containing a table of media channels. The right window, titled 'Activity History: Mary Jans', shows the Salesforce console interface with a contact list and an activity history table for 'Mary Janson'.

My Workspace

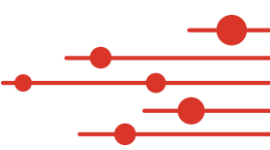
Media	Status	Forward
voice	Ready	(10:28) No Activ
chat	Ready	(10:28)
email	Ready	(10:28)
twitter	Ready	(10:28)

Activity History: Mary Janson

Action	Subject	Related To	Task	Due Date	Assigned To	Last Modified Date/Time
Edit Del	Inbound call from 4088249380		✓	12/30/2015	St. James, Margot	12/30/2015 11:56 AM
Edit Del	Inbound call from 4088249380		✓	12/30/2015	Jackson, Helen	12/30/2015 11:47 AM
Edit Del	Inbound call from 4088249380		✓	12/17/2015	Clark, Alexander	12/17/2015 11:20 AM
Edit Del	Inbound call from 4088249380		✓	12/15/2015	Clark, Alexander	12/15/2015 8:53 PM
Edit Del	Inbound call from 4088249380		✓	12/15/2015	Clark, Alexander	12/15/2015 8:34 PM
Edit Del	Inbound call from 4088249380		✓	12/13/2015	Clark, Alexander	12/13/2015 10:36 PM
Edit Del	Inbound call from 4088249380		✓	12/9/2015	Clark, Alexander	12/9/2015 2:48 PM
Edit Del	Inbound call from 4088249380		✓	12/9/2015	Clark, Alexander	12/9/2015 2:32 PM
Edit Del	Inbound call from 4088249380		✓	12/9/2015	Clark, Alexander	12/9/2015 2:21 PM
Edit Del	Chat 000YUaAU5606003Q		✓	12/1/2015	Jackson, Helen	12/1/2015 7:31 AM

Gplus Adapter for Salesforce
popped out side-by-side with
Salesforce Console

Option 4: Workspace Desktop Edition (WDE)

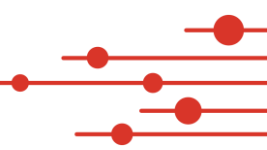


- Existing Genesys Customer
 - Connector as PS Asset to provide integration to Salesforce
 - WDE is minimized at the top of the screen

The screenshot shows the Genesys Workspace Desktop Edition (WDE) interface. The top bar displays 'Genesys • Workspace' and a search bar. The main content area is divided into several sections:

- Customer Profile:** Cinbad Lancaster, 123 Awesome Lane, Charlottesville, VA 22901, (540) 746-0646, cindy.lancaster@ticketmaster.com, Member ID: 12345677888. Status: Late Buyers, Broker.
- Cases:** A table listing cases with columns for Action, Case #, Type, and Opened Status.
- Next Event Information:** A section for upcoming events.
- Previous Events:** A section for past events.
- Fan Detail:** A section with buttons for Edit, Delete, Clone, and Request Update. It includes fields for Title, Name, Birthdate, Mailing Address, Mobile, Phone, Email, Facebook Username, Twitter handle, Open Cases, and Multiple Open Cases.
- Financial Information:** A section with fields for Lifetime Refunds, Last Refund, Last Refund Value, Billing Address, Average Order Value, Last Order Value, Number of Submitted Chargebacks, Chargebacks Won, Chargebacks Lost, Number of Losses, and Losses Cost.

A 'Connector' button is highlighted in the bottom right corner of the interface.



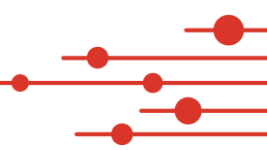
PureConnect

PureConnect for Salesforce



A proven all-in-one multichannel engagement offer that is rapid to deploy, simple to administer, flexible, tailorable and cost-effective for mid-size to large organizations.

Salesforce App Exchange Listing



INTERACTIVE INTELLIGENCE®
A leader in customer engagement

Proactively engage customers

Optimize agent performance

Deliver consistent outcomes

REIMAGINE THE FUTURE

APP

Lightning Ready

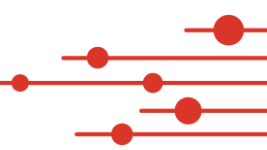
Professional & Up

No Limits

Interactive Intelligence | Genesys: CIC for Salesforce®

<https://appexchange.salesforce.com/listingDetail?listingId=a0N3000000DTrmQEAT>

Service Console mode



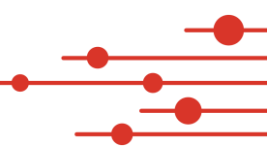
The screenshot displays the Salesforce Accounts console in Service Console mode. The browser address bar shows the URL: <https://my.salesforce.com/console?tsid=02u360000007VX6>. The page title is "Accounts - Console" and the user is logged in as "Guest".

The main content area shows a list of accounts with the following columns: ACTION, ACCOUNT NAME ↑, ACCOUNT SITE, BILLING STATE/PROV..., PHONE, and TYPE. The list includes accounts such as ABC Corp, Burlington Textiles Cor., Dickenson plc, Edge Communications, Express Logistics and ..., GenePoint, Grand Hotels & Resort..., Jackson Controls, Pyramid Construction ..., and sForce.

A right-hand sidebar contains a 'Phone' widget with a status indicator 'Available 00:00'. The widget also includes a 'Phone' button at the bottom.

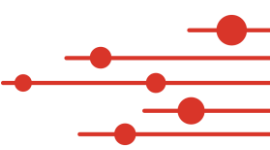
ACTION	ACCOUNT NAME ↑	ACCOUNT SITE	BILLING STATE/PROV...	PHONE	TYPE
<input type="checkbox"/>	ABC Corp			(317) 222-2222	
<input type="checkbox"/>	Burlington Textiles Cor..		NC	(336) 222-7000	Customer - Direc
<input type="checkbox"/>	Dickenson plc		KS	(785) 241-6200	Customer - Char
<input type="checkbox"/>	Edge Communications		TX	(512) 757-6000	Customer - Direc
<input type="checkbox"/>	Express Logistics and ...		OR	(503) 421-7800	Customer - Char
<input type="checkbox"/>	GenePoint		CA	(650) 867-3450	Customer - Char
<input type="checkbox"/>	Grand Hotels & Resort...		IL	(312) 596-1000	Customer - Direc
<input type="checkbox"/>	Jackson Controls			886-2-25474189	
<input type="checkbox"/>	Pyramid Construction ...			(014) 427-4427	Customer - Char
<input type="checkbox"/>	sForce		CA	(415) 901-7000	

Sales mode

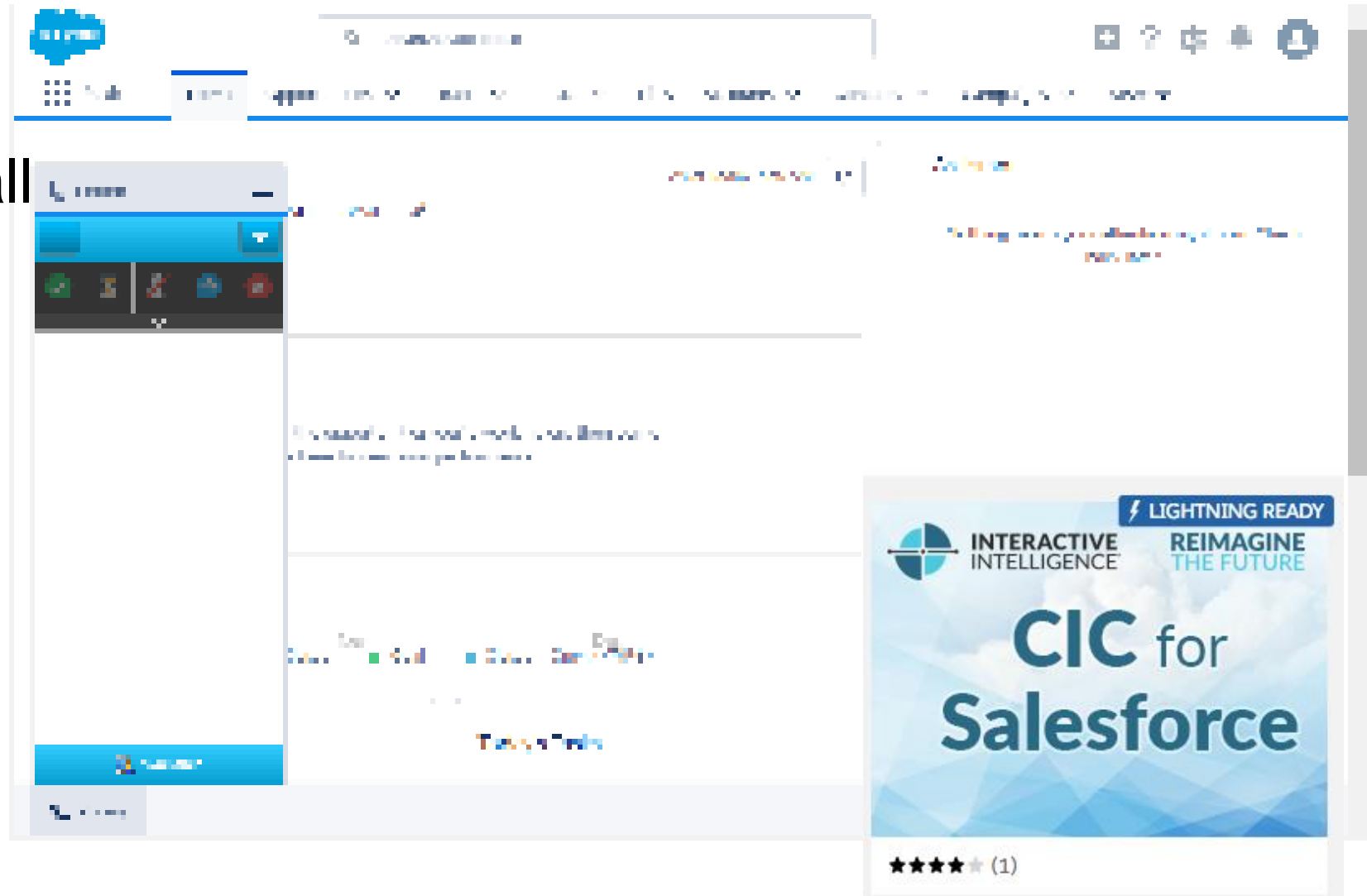


The screenshot shows the Salesforce Developer Edition interface. At the top, the browser address bar displays the URL: `https://fin-bradwehmer-dev-ed.my.salesforce.com/home/home.jsp`. The user is logged in as 'Brad Wehmer' and is in 'Sales' mode. The navigation bar includes tabs for Home, Chatter, Campaigns, Leads, Accounts, Contacts, Opportunities, Forecasts, Contracts, Orders, Cases, and Solutions. The main content area shows a Chatter feed for Brad Wehmer, dated Tuesday, March 7, 2017. The feed includes a post input field with a 'Share' button and a list of updates. The updates include: 'Jackson Controls - Brad [redacted] converted a lead to this opportunity.' (February 27, 2017 at 5:36 PM), 'Jeff Glimpe - Brad [redacted] converted a lead to this contact.' (February 27, 2017 at 5:36 PM), and 'Jackson Controls - Brad [redacted] converted a lead to this account.' (February 27, 2017 at 5:36 PM). A 'Show More updates >' link is visible below the feed. On the right side, there are 'Recommendations' for 'Jackson Controls' and 'Mr. Jeff Glimpe', both owned by the user. A 'Spring '17 for Developers' badge is also present. The bottom of the interface features a 'Calendar' section with 'New Event' and 'New Meeting Request' buttons.

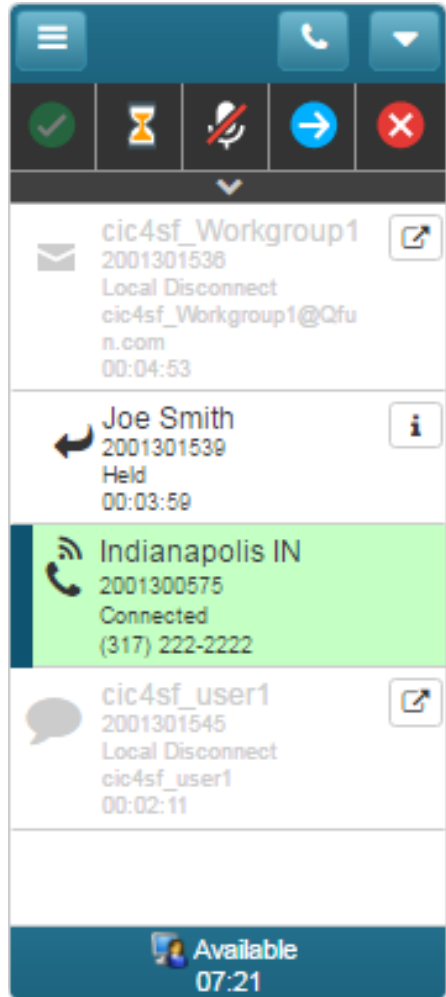
Lightning Experience



- Released April 4th
- Adds new Lightning Call Center
- Eliminates page refreshes seen in Classic mode
- No more extra load on server or off site session managers

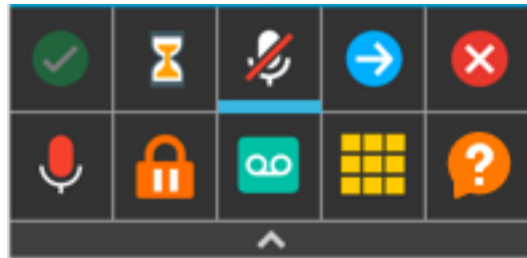


Optimized Agent Interface

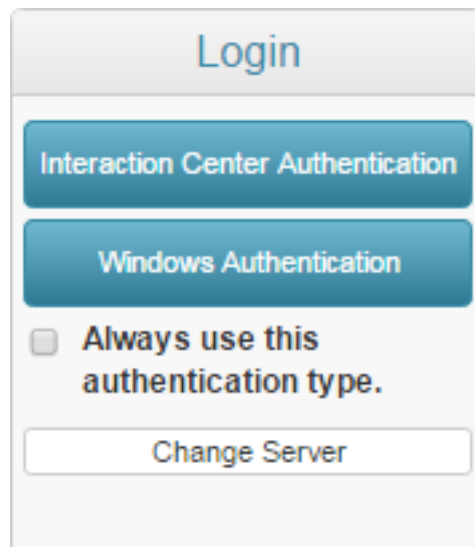


Voice, callback, chat, email, generic objects, email to case objects

Interaction controls

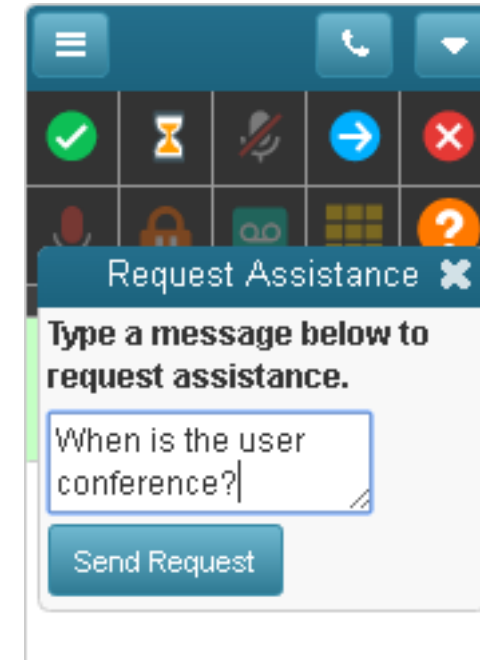


Record
Secure Pause
DTMF, etc.

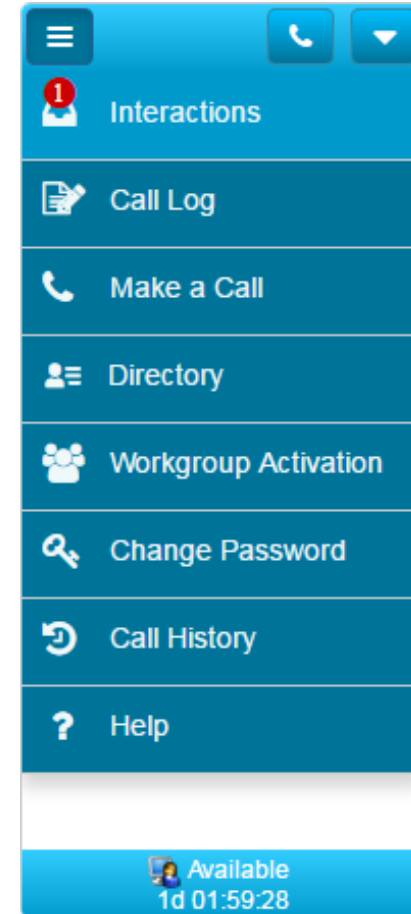


Single
Sign-on

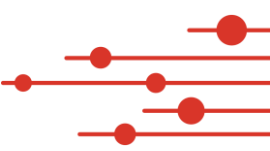
Request assistance



Workgroup
activation



Call logging



The screenshot displays a Salesforce interface for a task. On the left is a mobile-style navigation bar with icons for call status (green check, orange hourglass, red slash, blue arrow, red X) and a list of items: 'Michael', 'Call 12/8/2016, 2:23:34 PM', 'Mickey Mouse - Contact', 'Mouse House Visit - Opp', and 'Vacation planning'. The main area shows a task titled 'Call 12/8/2016, 2:23:34 PM' with a status of 'Completed'. The 'Task Detail' section includes fields for Assigned To (Mike W.), Subject (Call 12/8/2016, 2:23:34 PM), Due Date (12/8/2016), Phone ((317) 555-4444), Priority (Normal), Created By (Mike W., 12/8/2016 2:23 PM), and Comments (Vacation planning). A 'Reminder' section at the bottom has an unchecked checkbox. Two red arrows point from the 'Vacation planning' comment in the left sidebar to the 'Comments' field in the task details.

Field	Value	Field	Value
Assigned To	Mike W.	Status	Completed
Subject	Call 12/8/2016, 2:23:34 PM	Name	Mickey Mouse
Due Date	12/8/2016	Related To	Mouse House Visit
Phone	(317) 555-4444	Email	michael.w...@...com
Priority	Normal		
Created By	Mike W., 12/8/2016 2:23 PM	Last Modified By	Mike W., 12/8/2016 2:24 PM
Comments	Vacation planning		

Call details and agent comments in Salesforce activity history

Email and Chat Response Management



CRM Web Client - Google Chrome
https://...
cic4sf_Workgroup1
User conference
ACD - Assigned: noreen
00:05:09

From: cic4sf_noreen
To: cic4sf_Workgroup1, Joe_smith@gmail...
Subject: RE: Need help tracking an order
Attached: Attach File

Default

Your order should arrive on Friday, Dec 16 before noon. I will investigate further as to why the link isn't working.

-----Original Message-----
From: cic4sf_Workgroup1 [mailto:cic4sf_Workgroup1@Ofun.com]
Sent: Thursday, December 15, 2016 11:49 AM
To: cic4sf_noreen
Subject: Need help tracking an order

The link for tracking order [BM215581](#) isn't working.

Send

Insert a Response

Search for a response Configure My Responses

- My Responses
- Files
- Macros
- Text Messages
- URLs

CRM Web Client - Google Chrome
https://.../child-window/?language=en-US#/
Jane Smith
YWING 01: I'm sorry to hear that. What is happening when you try to print?
ACD - Assigned: boba01
00:08:35

John Doe
John Doe: Help me Obi-Wan Kenobi, you're my only hope.
ACD - Assigned: boba01
00:05:35

YWING 01
Jane Smith

Welcome to IC!
Interaction transferred to testworkgroup.
Interaction alerting YWING 01.
Jane Smith has joined the conversation.

3:14 PM

YWING 01
How may I help you?

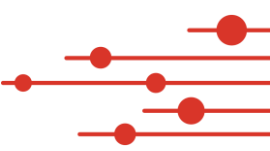
Jane Smith
My printer is broken.

YWING 01
I'm sorry to hear that. What is happening when you try to print?

Send

System wide or personal responses

Screen Pop



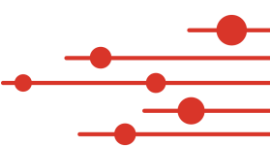
Screen pops based on ANI (default behavior)

- Pop to search result based on IVR entry
- Pop to empty record
- Pop to empty record pre-populated with IVR data
- Pop to custom Salesforce URL

The screenshot displays a Genesys desktop interface. On the left, a vertical sidebar shows a contact card for 'Michael' with details: '2001720157', 'ACD - Assigned bob01', '(317) 555-1447', and '00:02:59'. Below this is a status bar indicating 'Available 12:00' and a 'Create New...' button. The main workspace shows a screen pop for 'Mickey Mouse'. The pop includes a profile picture, social media icons (Twitter, Facebook, YouTube), and a 'Customize Page | Edit Layout | Printable View | Help for this Page' link. Below this is a 'Hide Feed' button and a 'Click to add topics:' field. A 'Post' section contains a text input field with the placeholder 'Write something...', a 'Share' button, and a 'Follow' button. A 'Followers' section shows 'No followers'. A search bar with 'Show Fewer Updates' is also present. Below the post section, there are navigation links: '< Back to List: SoftPhone Layouts', 'Opportunities (1)', 'Cases (0)', 'Open Activities (0)', 'Activity History (10)', 'Campaign History (0)', 'Notes & Attachments (0)', and 'HTML Email Status (0)'. The 'Contact Detail' section includes buttons for 'Edit', 'Delete', 'Clone', and 'Request Update'. The contact information is as follows:

Contact Owner	Mike W. [Change]	Phone	(317) 555-1447
Name	Mickey Mouse	Home Phone	
Account Name	Disney	Mobile	
Title		Other Phone	
Department		Fax	

Coming up – Route voicemail attachments



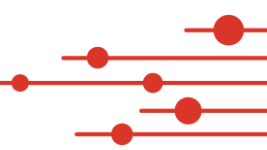
- View a list of voicemails, message count indicator

The screenshot displays a web-based voicemail interface. At the top, there are tabs for 'My Interactions' and 'Voicemail' with a red notification badge showing '2'. Below the tabs are filters for 'All Voicemail' and 'Newest On Top'. The main area shows a list of voicemails:

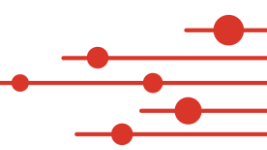
- Jairo Ballesteros**
IC Voicemail: from Indianapolis IN (317) 555-1234 - 22 seconds
- Cindy Herrington**
IC Voicemail: from Indianapolis IN (317) 555-1122 - 13 seconds
- Brad Wehmeier**
IC Voicemail: from Indianapolis IN (317) 555-4321 - 38 seconds
- Daniel White**
IC Voicemail: from Indianapolis IN (317) 555-4444 - 30 seconds

Overlaid on the right is a mobile phone app interface. The top bar shows 'Phone' and a red notification badge with '2'. Below the bar are icons for checkmark, timer, mute, forward, and delete. A call log entry is visible: 'Indianapolis IN 1001991847 Connected (317) 222-2222 00:00:47'. At the bottom, a status bar shows 'Available 04:05'. To the right of the phone app, a vertical list of timestamps is shown: 'Today at 9:30 AM', 'Today at 8:15 AM', 'Today at 7:58 AM', and 'Yesterday at 2:48 PM'.

Roadmap for 2nd Half of 2017

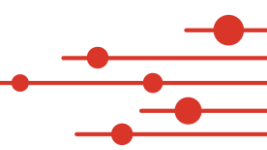


- User experience improvements
 - Show status notes and until time in directory view
 - Add search, type ahead and favorites to status list
 - Add extension number to directory display
- Omni channel presence sync
 - Protect an agent from being routed interactions from both products simultaneously by setting statuses to sync between Omni-Channel and PureConnect
- Evaluate Salesforce External Routing API Pilot
 - Salesforce sends pending service routing events to PureConnect
 - PureConnect determines routing decision and creates agentwork record
 - Agent accepts or declines work through Omni interface (*not via CIC4SF interface*)
- Add ability to view workgroup queue stats
 - Requires PureConnect 2017R4
 - View queued up incoming interactions for the workgroup within the interface



PureCloud

PureCloud for Salesforce



A unified, all-in-one cloud customer engagement and employee collaboration solution that is easy to use and quick to deploy with a modern user experience, offered on a cutting edge platform built for rapid innovation.

Salesforce App Exchange Listing



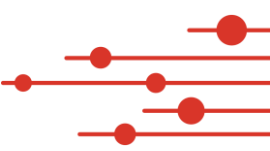
PURECLOUD
by Genesys



PureCloud makes
customer relationships simple.

<https://appexchange.salesforce.com/listingDetail?listingId=a0N300000000pvMdEAI>

Agent



Cases - Console Randolph

Secure | <https://purecloudnowbeta.my.salesforce.com/console> 21 Days Remaining

Aloha Island Vacations Search Salesforce

Cases

Recently Viewed Cases Create New View

New Case Close Change Owner Change Status

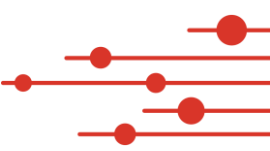
ACTION	CASE NUMBER ↓	CONTACT NAME	SUBJECT	STATUS	PRIORITY	DATE/TIME OPENED	CASE OWNER ALIAS
<input type="checkbox"/>	00001024	Jones, Howard	Need to reschedule pickup ti...	New	High	11/21/2016 12:36 PM	kjohn
<input type="checkbox"/>	00001020	Johnson, Jacob	Would like to extend cruise b...	New	High	9/7/2016 4:57 PM	high
<input type="checkbox"/>	00001015	Williams, Hannah	Need to add snorkeling ex...	New	High	9/7/2016 1:27 PM	
<input type="checkbox"/>	00001014	Brown, Michael	Need later date for airline ...	New	High	9/1/2016 8:49 AM	
<input type="checkbox"/>	00001003	Williams, Hannah	Hotel is disappointing	New	High	6/14/2016 10:54 AM	
<input type="checkbox"/>	00001002	Johnson, Jacob	Lost travel documents	On Hold	Low	5/25/2016 2:31 PM	
<input type="checkbox"/>	00001001	Jones, Madison	Unexpected travel charge	New	High	5/25/2016 2:31 PM	
<input type="checkbox"/>	00001000	Smith, Emily	Flight has too many layovers	Escalated	High	5/25/2016 2:31 PM	

1-8 of 8 0 Selected Previous Next Page 1 of 1

by Genesys
purecloudnowbeta
[Change Organization]
Email Address
Password
Log In
Forgot Your Password? Sign Up
Log in with another account:
Salesforce
PureCloud Script Phone

Single sign-on →

Agent



Case: 00001014 - Console

Secure https://purecloudnowbeta.my.salesforce.com/console

21 Days Remaining

Aloha Island Vacations

1014

Cases 00001014

Milestones Show More

3h 58m Resolution Time

Need later date for airline tickets

The earlier date that we had originally planned for isn't going to work.

Thanks Link Poll Log a Call

Case Details

Case Number	Case Owner
00001014	Kent Johnson [Change]
Contact Name	Status
Michael Brown	New
Case Origin	
Phone	
Subject	
Need later date for airline tickets	
Description	
The earlier date that we had originally planned for isn't going to work.	
Priority	
High	

All Updates Call Logs Case Notes Status Changes Tasks and Events More

Kent Johnson changed Case Owner from Caitlin Brickman to Kent Johnson.

Caitlin Brickman created this case.

00001014

Subject: Need later date for airline tickets

Priority: High

Status: New

Indianapolis IN

ALERTING

+13179571017

Standard Care

Group Travel

PURECLOUD by Genesys

On Queue

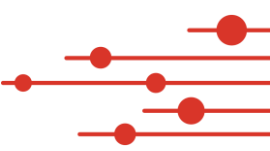
PureCloud Script On Queue

Use browser as phone

Simple or sophisticated screen pops

Simple call flow or sophisticated IVR

Agent



Case: 00001014 - Console

Secure | <https://purecloudnowbeta.my.salesforce.com/console>

21 Days Remaining

Aloha Island Vacations 1014

Cases 00001014

Milestones Show More

3h 54m 50s remaining Resolution Time

Case Details

Case Number	Case Owner
00001014	Kent Johnson [Change]
Contact Name	Status
Michael Brown	New
Case Origin	
Phone	
Subject	
Need later date for airline tickets	
Description	
The earlier date that we had originally planned for isn't going to work.	
Priority	
High	

Need later date for airline tickets

The earlier date that we had originally planned for isn't going to work.

Post File Thanks Link Poll Log a Call

Click here to expand the Post action.

All Updates Call Logs Case Notes

Kent Johnson changed Case Owner from Caitlin Brickman to Kent Johnson.

Caitlin Brickman created this case.

00001014

Subject: Need later date for airline tickets
Priority: High
Status: New
Case Number: 00001014

Queue statistics

Workspace transfer

Transfer

People Queues

Escalated Care

Escalated Care

0 0 1 / 1
Waiting Agents

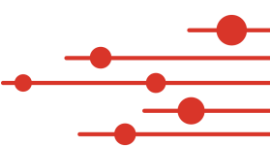
EWT

Transfer Selected Tab (00001014)

Transfer

PureCloud Script On Queue

Manager / Business User



Business Account: Poseidon Scuba Tours

Search Salesforce

View call log data in context

Business Account Detail

Account Name: Poseidon Scuba Tours [View Hierarchy]

Type: Partner | Industry: Media

Annual Revenue: \$10,000,000 | Employees: 14,668

Website: http://www.poseidons...

Cases

Action	Case	Contact Name
Edit	00001001	Madison Jones

Business Account Detail

Account Owner: Caitlin Brickman [Change]

Account Name: Poseidon Scuba Tours [View Hierarchy]

Parent Account: [View Hierarchy]

Phone: (317) 957-1017

Fax: [Redacted]

Website: http://www.poseidonscuba.com

Call Logs

Calls by Date

Date	Record Count
2/7/2017	1
3/11/2017	1
3/13/2017	2

Calls By Result

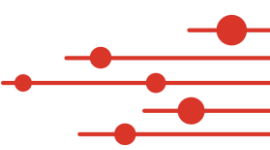
Call Result	Record Count
Inquiry	1
New Issue	3

Additional Information

Type	Partner	Employees	14,668
Industry	Media	Annual Revenue	\$10,000,000
Description	GBM is the worldwide leader in technology news and information on the Web and the producer of the longest-running and farthest-reaching television shows about technology. GBM's network of sites combines breakthrough interactive technology with engaging content and design and is consistently ranked as the Internet's leading content network in terms of both audience size and revenue, serving millions of users each day. The company's television programming is broadcast by the USA Network and the Sci-Fi Channel to more than 70 million households and is syndicated to broadcast television stations in the nation's top 120 markets, including the top 10 markets.		

PureCloud Script Available

Manager / Business User



Task: Call 3/13/2017, 2:53

Search Salesforce

21 Days Remaining

Aloha Island Vacations

Task: Call 3/13/2017, 2:53:14 PM

Task Detail

Task Information

Assigned To	Kent Johnson	Related To	Poseidon Scuba Tours
Subject	Call 3/13/2017, 2:53:14 PM	Name	Hannah Williams
Due Date	3/13/2017	Phone	(561) 555-6743
Call Result	New Order	Product Line	Individual Travel
Call Duration	4	Call Type	Inbound
Interaction Details	https://apps.ininsca.com/directory/#/engage/adm...		
Comments	Verified Hannah was eligible for discount through deal desk and made change.		

Required Fields

Status	Completed	Priority	Normal
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PureCloud Data

Call RemoteName	Indianapolis IN	Call CalledNumber	Standard Care
Call ANI	+13179571017		

System Information

Created By	Kent Johnson, 3/13/2017 1:53 PM
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Reminder

Reminder	<input type="checkbox"/>
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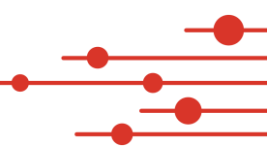
PureCloud Script Available

Default data from PureCloud

Custom data from PureCloud

Link to more detail

Manager / Business User



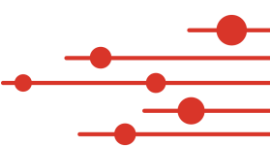
Call recording




The screenshot displays the PureCloud App interface for a call recording. The browser address bar shows the URL: <https://apps.ininsca.com/directory/#/engage/admin/interactions/9c43ef56-c506-479d-9b77-849bf9d0875d/timeline>. The interface includes a navigation menu with options like Activity, Directory, Documents, Performance, Reports, Apps, and Admin. The main content area is divided into sections for Internal Participant (Multiple), External Participant (Indianapolis IN, +1 317-957-1017), and a central audio player with a speed control set to x1 and a duration of 0:00.000 / 1:52. Below the audio player is a 'Conversation Timeline' section with tabs for Details, Timeline, Evaluation Summary, and Audit Trail. The timeline table shows the following interactions:

Participant	Interaction Type	Duration
External Indianapolis IN +1 317-957-1017	Interact	0:00.000 / 1:52
IVR	IVR	
ACD Queue: Standard Care	Interact	

Conversation timeline

JOINT VISION



	NOW	2H 2017	2018+
 <p>PUREENGAGE POWERED BY GENESYS ENTERPRISE EDITION FOR BOTH ON-PREMISE AND CLOUD</p>	<ul style="list-style-type: none"> • Voice, inbound, chat with adapter – SFDC Console and Classic • All channels with Workspace Web – SFDC Console only 	<ul style="list-style-type: none"> • Lightning support with Workspace Web for voice • +Work items with workspace web – SFDC Console only 	<ul style="list-style-type: none"> • Lightning support with Workspace Web for chat, email, outbound, work items
 <p>PURECONNECT POWERED BY CUSTOMER INTERACTION CENTER (CIC) FOR BOTH ON-PREMISE AND CLOUD (CAAS)</p>	<ul style="list-style-type: none"> • Lightning Support • Voice, callback, chat, email, Generic Objects, email to case interactions, dialer integration – SFDC Console and Sales mode 	<ul style="list-style-type: none"> • Omnichannel presence sync • View workgroup queue stats • Centralized log collector • UI enhancements • WebRTC (voice) 	<ul style="list-style-type: none"> • Campaign mgmt for outbound dialing • Surfacing best of Interaction Connect features for SFDC
 <p>PURECLOUD BY GENESYS</p>	<ul style="list-style-type: none"> • Lightning Support • Voice, callback, chat, email, outbound dialing support, simple omnichannel presence sync – Console and Sales Mode 	<ul style="list-style-type: none"> • Salesforce email routing • Campaign mgmt for outbound dialing through SFDC • UI enhancements 	<ul style="list-style-type: none"> • Surfacing best of new PureCloud features

Key Take Aways



- The choice is yours
 - When your CRM is Salesforce, you have the choice to implement the best integrated desktop
- Time to connect
 - Visit our Booths for a live demo

Genesys + Salesforce = Amazing Customer Experiences

Kimlan Do, PureEngage Product Management

Cindy Herrington, PureConnect Product Management

Randolph Rife, PureCloud Product Management