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Salesforce.com Adapter

consulting
sales
staffing
support

Contact Center Interactions. Displayed. Simple.

CONNECTING YOUR BUSINESS TO THE TECHNOLOGY RESOURCES YOU NEED



FEATURES

- **INTEGRATION** – Bring your phone and email contacts into one workflow tool.
- **IMPROVED SLAS** – Queues can be monitored real-time to ensure that SLAs are being met to exceeded
- **FLEXIBILITY** – Solutions can be tailored to your organizations needs
- **ALL IN ONE** – Integrates phone email, fax, SMS and chat into an easy-to-use workflow tool.

SALESFORCE.COM ADAPTER

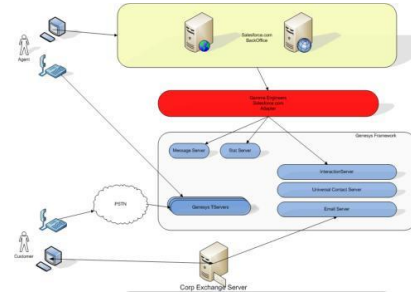
Customer contacts come in many forms, but with the Salesforce.com Adapter from Gamma Engineers, those many forms can be routed through one manageable solution. The Gamma Engineers Salesforce.com Adapter allows your organization to exceed your service level agreements by bringing your contacts into one workflow tool.

flexible solutions for your business needs

PRIMARY FEATURES

Bringing Gamma Engineers Salesforce.com adapter into your organizations infrastructure will allow you the flexibility to manage routing of customer contacts through a unified solution.

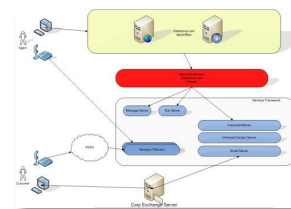
- Increased first call resolution
- Integrates into existing Genesys environment.
- Allows for greater flexibility across workflows
- Helps your organization to meet or exceed Service Level Agreements within your organization.
- Brings managing contact queues to a unified system to allow for better distribution of contacts
- Agents can be working in multiple contact queues at the same time, with agent status being know at all times.



SOFTWARE SOLUTIONS PROVIDING A TOTAL END TO END SOLUTION.

INTEGRATION

Gamma Engineers Salesforce.com Adapter leverages your existing call routing Genesys infrastructure to bring all customer contacts into one unified workflow tool. This adaptor allows your organization to route phone calls, emails, and chat through a blended approach to increase productivity.



SIMPLICITY

Gamma Engineers Salesforce.com adapter brings you the ability to manage all customer contacts through one workflow tool. Reporting solutions can be easily tailored to your organizations needs.



CUSTOM SOLUTIONS

Tailor Salesforce.com Adapter Solution to fit the needs of your organization.



INCREASE PRODUCTIVITY

Salesforce.com Adapter will help you to better manage Service Level Agreements within your organization.



INTEGRATION SOLUTIONS

Salesforce.com Adapter is built to seamlessly integrate phone and email contact workflows into once unified solution.

