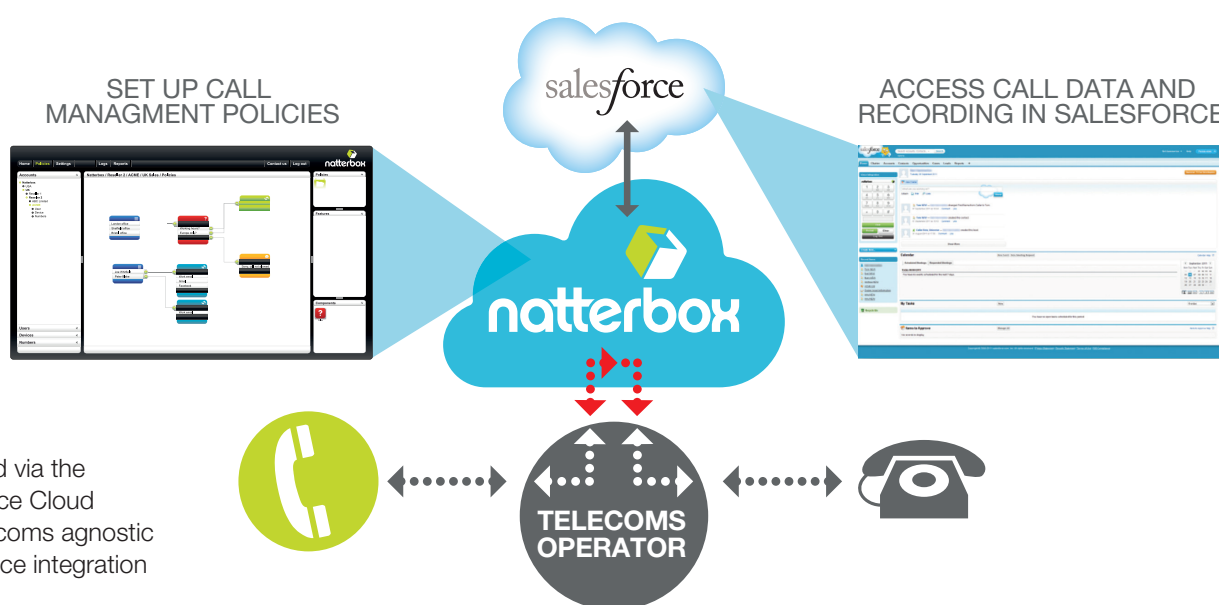




# Voice Intelligence

Make calls, retrieve customer records and automatically capture all call data into Salesforce.

Increase employee productivity, ensure data integrity in Salesforce.com and gain business intelligence. Natterbox Voice Intelligence provides users with the ability to make calls, retrieve customer records, screen popping and automatically capture all call data to produce detailed activity reports and dashboards from within Salesforce. Voice Intelligence is seamlessly integrated into Salesforce through single sign-on and works on any device – mobile, browser, desk or home phone.



Call are routed via the Natterbox Voice Cloud providing telecoms agnostic Salesforce voice integration

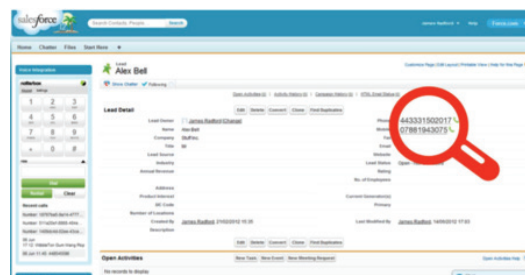
## CTI features

**Voice Intelligence CTI delivers multiple intuitive time saving features that increase call productivity and effectiveness. From logging in automatically when signing into Salesforce to efficient and streamlined call management, customer-facing staff will complete more calls and deliver a better customer experience.**

### Click to Dial

Save time and hassle of copying numbers and then dialling them. With Click-to-Dial users can make a call by simply clicking on any phone number in Salesforce.com.

- Save time dialling numbers
- Improve call accuracy
- Make follow-up calls more often



## Screen pop

Never make a customer wait while you fetch their record again! Natterbox CTI presents the user with the inbound callers contact and account name and a link to the customer record.

- Give customers a personalised greeting when they call
- Improve accuracy for record retrieval
- Save time

## Customisable Wrap-up Codes

Decrease call wrap up time by between 60-80% with Natterbox. When a call completes, the user selects the relevant call outcome such as '1st Call Complete' or 'Pitch Required' and the wrap-up code is added to the activity record. Customise to a user level directly from within Salesforce. These notes can also be easily reported on in the reports and dashboard area of Salesforce.

- Save up to one minute per call on call admin time
- Save up to 9 mouse clicks per call
- Multilingual support



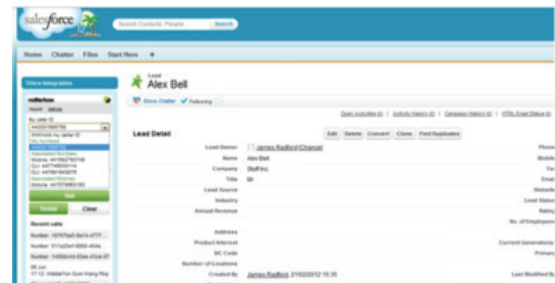
## Live Call Notes

Typing up call notes just once directly into the CRM system saves time and increases the accuracy of note capture. Natterbox Voice Intelligence makes it easy. Capture live call notes within Salesforce during a call which can be saved together with the wrap-up codes and call activity record.

## Caller ID/CLI Management

Presenting specific numbers when calling customers is known to increase call acceptance and makes it easier for calls to be returned. With Natterbox users can select which Caller ID / Caller Line Identification (CLI) to present or the CLI can be set dynamically by system based predefined rules such as country code. Flexible policies allow either Salesforce administrators or end users to control their outbound telephone number.

- Call from a DID but present the general switchboard number or your mobile for return calls
- Think global act local. Make calls into a local area and present a local number for return calls
- Make it easy for customers to return your call



## Call Hold, Call Waiting, Call Transfer

Users have complete control of their telephony within Salesforce. This negates the need to use phone hold and transfer buttons thereby reducing exposure to mishandling a call due to having multiple call management methods.

# Capture features

Whether a customer is calling for the first time or is a long-standing client their details are automatically captured into Salesforce to drive productivity, data accuracy and CRM adoption.

## Call Data Population

All call data is automatically captured and placed as an activity against the relevant contact, lead or account. Calls to and from unrecognised numbers are captured into the unique Call Assignment Dashboard for easy integration into Salesforce records.

## Activity Assignment Dashboard

All user activities are captured and classified into categories in the system, to be used for the production of dashboards. Works with Custom Objects: Natterbox will integrate all call activity into Salesforce customised objects and fields.

## Works with Salesforce workflow triggers

Salesforce workflow triggers can use all Natterbox call data.

# Reporting/Business Intelligence features

Incorporating voice into management analytics and reporting is critical for effective sales forecasting and driving improved performance and best practice from teams responsible for customer calls.

## Salesforce Native Reports

Choose from 120+ customisable call activity reports, all native in Salesforce and not through an external reporting platform.

## Salesforce Dashboards

Access dashboards that summarise all daily, weekly, monthly and yearly call activity and filter results according to variables that can be set or dynamically modified.

Salesforce Analytic Reports: Advanced profile users can create customised reports correlating call activity, preferred variables or objects with other business information.

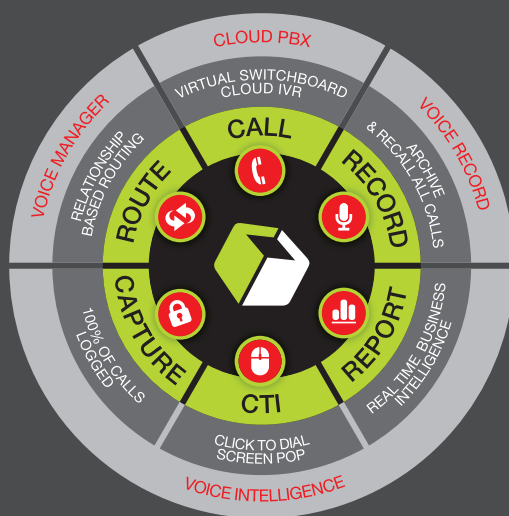


# Voice intelligence packages & features

Voice Intelligence Lite

Voice Intelligence Pro

✔ Click To Dial	✔	✔
✔ No Hardware or Software on site	✔	✔
✔ Screen Popping	✔	✔
✔ Single Sign-on	✔	✔
✔ Customisable Caller ID (CLI)	✔	✔
✔ Activity Tracking	✔	✔
✔ In-call Note Taking	✔	✔
✔ Works Globally	✔	✔
✔ 120 Salesforce native reports	✘	✔
✔ Customisable reports	✘	✔
✔ Salesforce native report dashboards	✘	✔
✔ Customisable call activities	✘	✔
✔ Custom field support	✘	✔



## Natterbox

Natterbox launched in 2010 to bring voice and business telephony into the digitised customer experience.

Our voice cloud PBX and services capture and integrate voice into customer processes and CRM systems.

Over 250 organisations of all sizes around the world rely on Natterbox to set new standards in customer experience to drive measurable increases in sales efficiency, competitive advantage and organisational success. Customers include Groupon, Expedia, Legal and General, Rakuten, Societe General and Kimberly-Clark.