Why add Promero's Contact Center Anywhere on demand solution to Salesforce?

With the CTI Adapter integrated with Promero's OnDemand Call Center solution, users will benefit with its full feature functionality:

- Powered by Oracle's Award Winning Contact Center Anywhere technology
- Click-to-dial for all your CRM contacts
- Control inbound calls from within the CRM GUI - easily put on hold, transfer, or forward calls
- When incoming calls are from existing contacts, Contact Center Anywhere automatically opens their records
- Call activity is captured and stored within your CRM customer records
- With relevant workgroup settings you can view call activity for your group
- Easily create reports to analyze call activity and performance, and improve targeting
- Uniquely downloaded direct to the user's PC, meaning no additional servers or IT burden
- Contact Center Anywhere requires minimal training for staff

Promero's Contact Center Anywhere CTI connector and Salesforce.com - A winning combination!

Promero CCA CTI connector brings sophisticated call center technology, Oracle's Contact Center Anywhere software to the agent's desktop.

Salesforce.com has received considerable recognition in the industry, including:

- Technology of the Year (*InfoWorld*, 2004, 2005, 2006)
- Editors' Choice Award (*PC Magazine*, 2002, 2003, 2004)
- Visionary Award (SDForum, 2004)
- Best of the Web (*Forbes*, 2003)
- CRM Excellence Award (*Customer Inter@ction Solutions*, 2003, 2004, 2005, 2006)
- Top 100 Innovators Award (*BusinessWeek*, 2006)
- Innovation Award (AMR Research, 2005)
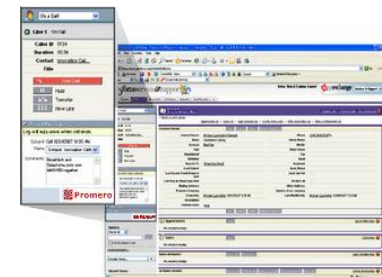- CODIE Award for Best CRM (2002, 2003, 2004, 2005, 2006)

For more information contact:

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Small and Medium Businesses

Promero, Inc.

Provides Telephone Service, Call Center Software and Predictive Dialer for Salesforce.com Users

Add enhanced telephone service, call center software and predictive dialing with Promero's FREE CCA CTI connector to your Salesforce.com application

ORACLE CERTIFIED PARTNER

Choose the Service Level that meets your need.

Why Contact Center Anywhere?

Contact Center Anywhere has won 49 industry awards from such sources as Frost & Sullivan, Call Center Magazine, Internet Telephony Magazine, Customer Interaction Solutions Magazine, Communications Convergence Magazine, ICCM, TMC Labs, and others.

"Since 2001, Promero has provided call center solutions to professional sales organizations, customer service centers and call center operators. Promero leverages the capabilities of Oracle's Contact Center Anywhere to provide Salesforce.com user's with best in class call center software."

Gregg Troyanowski / President / Promero, Inc.

Salesforce Enhanced Telephone PBX Features *	Bronze	Silver	Gold
Make and receive phone calls from Salesforce screen	✔	✔	✔
Click-to-Dial any phone number in Salesforce screen	✔	✔	✔
Automatic screen pop contact information when phone rings	✔	✔	✔
Route calls to proper User with Skills Based Routing	✔	✔	✔
Live Call Transfers	✔	✔	✔
Unlimited Number of Named Agents	✔	✔	✔
Automatically log all call activity inside Salesforce	✔	✔	✔
Software as a Service solution: no hardware to install	✔	✔	✔
Office, Remote and Home Agents benefit from every feature	✔	✔	✔
Conference Calls - No extra phone line needed	✔	✔	✔
Music on hold	✔	✔	✔
Play 'estimated wait time' message for calls entering queue	✔	✔	✔
Play 'in-queue' marketing message during wait time	✔	✔	✔
Uses regular phones - PSTN Telephony and Cell phones	✔	✔	✔
Automatic Call Distribution (ACD) - with 2 queues	✔	✔	✔
Supervisor Features			
Service Level Agreement		✔	✔
Remote Training		✔	✔
Comprehensive real-time and historical reports		✔	✔
Real time Silent Monitoring for Supervisors		✔	✔
Real time Whisper Coaching for Supervisors		✔	✔
Real time 3 Way Barge-in for Supervisors		✔	✔
Real time Monitoring of contact center trends and status		✔	✔
Real time Instant Call Recording for Supervisors		✔	✔
Real time Display for Service Level and Agent performance		✔	✔
Custom Dashboards: Activities, Talk Time, Queue Times, and more		✔	✔
Custom Alarms to warn Supervisors		✔	✔
IVR, ACD, Call Recording, Predictive Dialer, VOIP			
Interactive Voice Response (IVR) - 1 call tree		✔	
Interactive Voice Response (IVR) - unlimited call trees			✔
Automatic Call Distribution (ACD) - with 5 queues		✔	
Automatic Call Distribution (ACD) - with unlimited queues			✔
Quality Assurance Call Recording - 33% recording		✔	
Quality Assurance Call Recording - 100% recording			✔
Predictive Dialer (2:1 Agent/Line Ratio) - increase productivity 300%			✔
Voice over IP (VoIP) supports SIP Phones, IP Phones, Soft phones			✔

Long Distance charges are additional. Enterprise or Unlimited Salesforce version required.