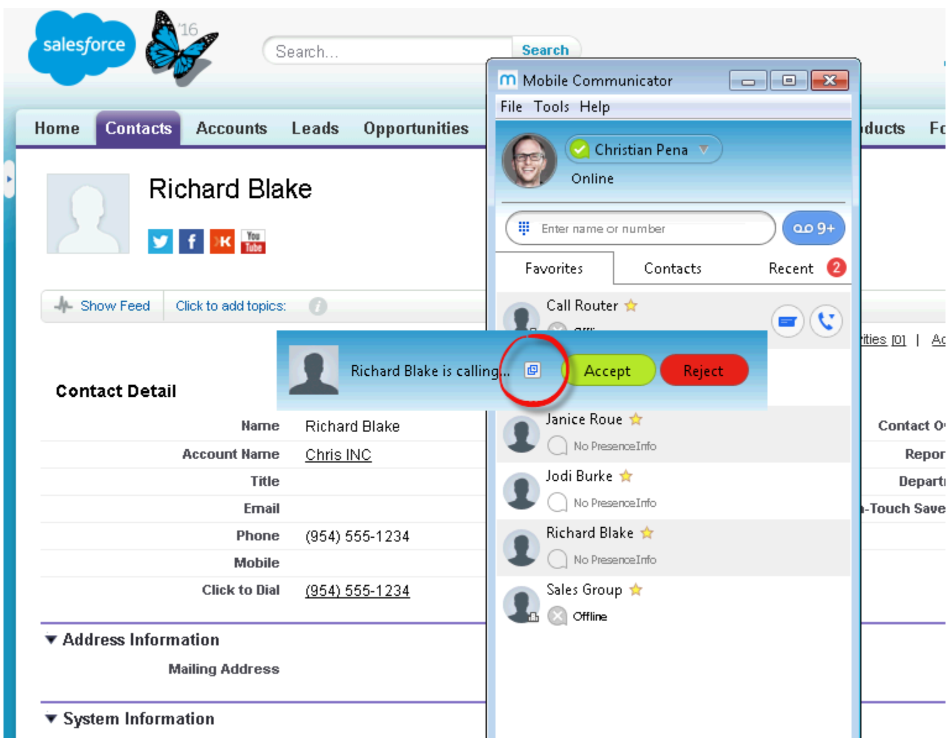
Salesforce.com has become an integral component in how sales and support personnel track and manage their activities. Having a calling interface that can integrate with Salesforce allows you easy access to customer data as soon as the phone rings.

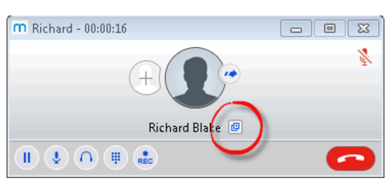
The Mobile Communicator for Desktop client uses the caller ID or name of an incoming call and initiates a search in Salesforce.com. This search happens immediately, so you can instantly see who is calling and view their account information. The result is less time spent verifying the caller and more time getting to the customer's need.

Salesforce.com Integration

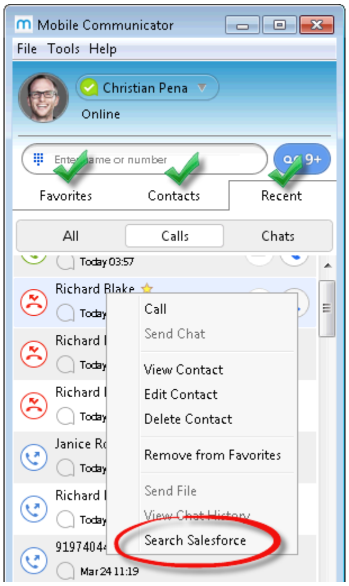
When an incoming call is received, click the search icon to lookup the caller in Salesforce. Mobile Communicator will search based on the caller's phone number or the name. This setting is managed by your Hosted Voice Business Group administrator.



The search icon is also available during the call.



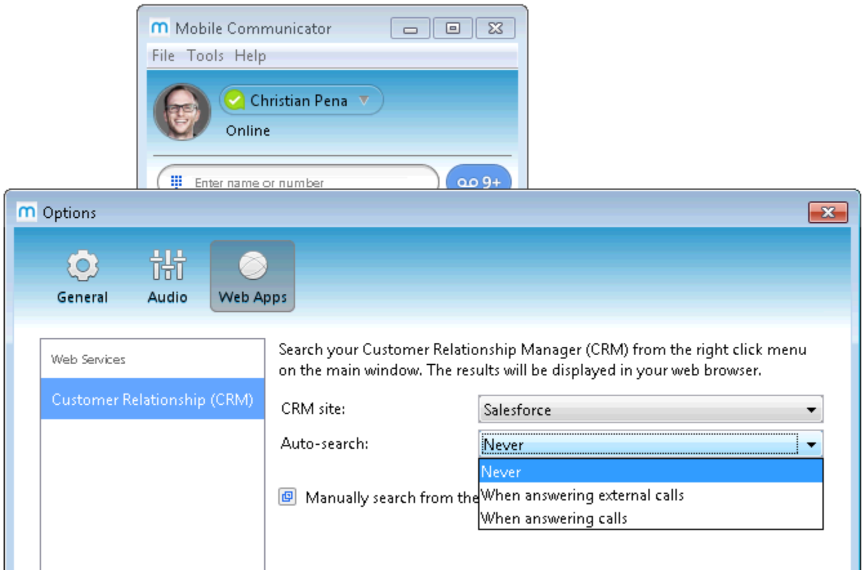
Mobile Communicator also allows you to search Salesforce when you are not on the phone. Just right click on a Contact, Favorite or call and select Search Salesforce.



Automatic-Search

Mobile Communicator can be configured to automatically search Salesforce when you receive a call. To change the setting click on **Tools** and select **Options**. Click the Web Apps panel and select one of the three Auto-Search options:

- **Never** – Salesforce search is only triggered when clicking the icon
- **When answering external calls –** Only calls externally with trigger a search, Internal calls will not trigger a search
- **When answering calls –** All calls will trigger a search



Click to Dial

Mobile Communicator integration with Salesforce.com allows you to click a phone number field and instantly place an outgoing call. This configuration must be enabled by your Salesforce.com administrator.