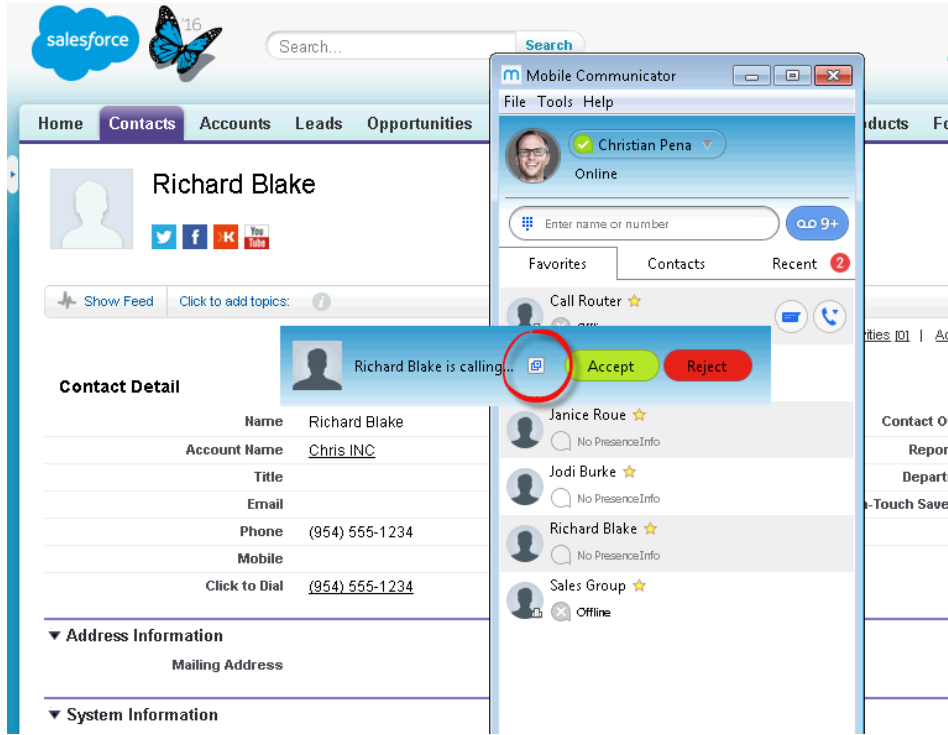


Salesforce.com has become an integral component in how sales and support personnel track and manage their activities. Having a calling interface that can integrate with Salesforce allows you easy access to customer data as soon as the phone rings.

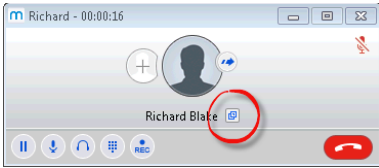
The Mobile Communicator for Desktop client uses the caller ID or name of an incoming call and initiates a search in Salesforce.com. This search happens immediately, so you can instantly see who is calling and view their account information. The result is less time spent verifying the caller and more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

Salesforce.com Integration

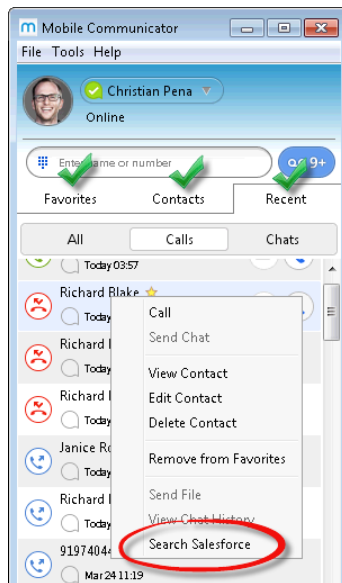
When an incoming call is received, click the search icon to lookup the caller in Salesforce. Mobile Communicator will search based on the caller's phone number or the name. This setting is managed by your Hosted Voice Business Group administrator.



The search icon is also available during the call.



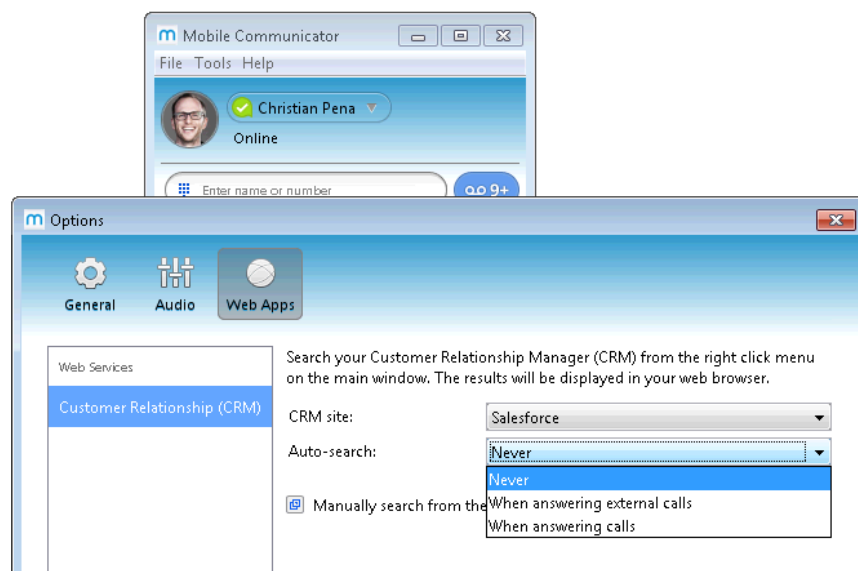
Mobile Communicator also allows you to search Salesforce when you are not on the phone. Just right click on a Contact, Favorite or call and select Search Salesforce.



Automatic-Search

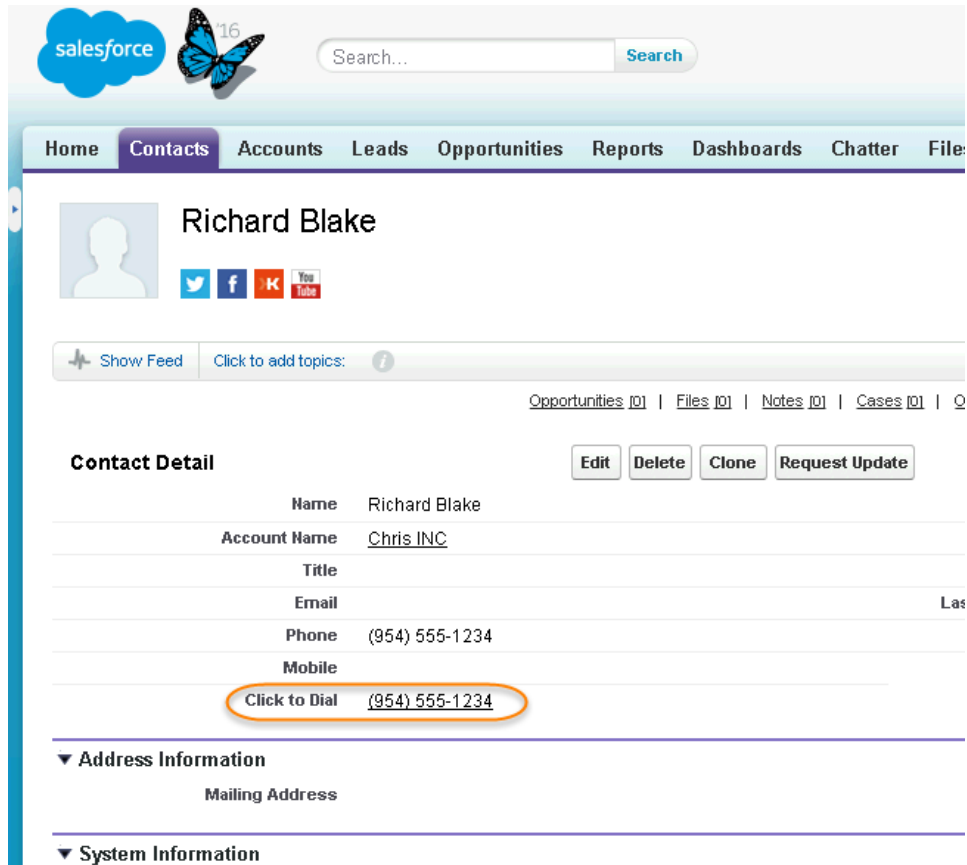
Mobile Communicator can be configured to automatically search Salesforce when you receive a call. To change the setting click on **Tools** and select **Options**. Click the Web Apps panel and select one of the three Auto-Search options:

- **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.



The screenshot displays the Salesforce interface for a contact record. At the top, there is a navigation bar with tabs for Home, Contacts, Accounts, Leads, Opportunities, Reports, Dashboards, Chatter, and Files. The 'Contacts' tab is selected. Below the navigation bar, the contact's profile is shown, including a placeholder for a profile picture, the name 'Richard Blake', and social media icons for Twitter, Facebook, LinkedIn, and YouTube. A 'Show Feed' button and a 'Click to add topics:' link are visible. Below this, there are links for Opportunities (0), Files (0), Notes (0), and Cases (0). The 'Contact Detail' section includes buttons for Edit, Delete, Clone, and Request Update. The contact's information is listed in a table-like format: Name (Richard Blake), Account Name (Chris INC), Title, Email, Phone ((954) 555-1234), and Mobile. The mobile number is highlighted with a red oval, and a 'Click to Dial' button is positioned to its left. Below the contact details, there are sections for 'Address Information' (Mailing Address) and 'System Information'.

Contact Detail	
Name	Richard Blake
Account Name	Chris INC
Title	
Email	Las
Phone	(954) 555-1234
Mobile	
Click to Dial	(954) 555-1234

▼ Address Information
Mailing Address

▼ System Information