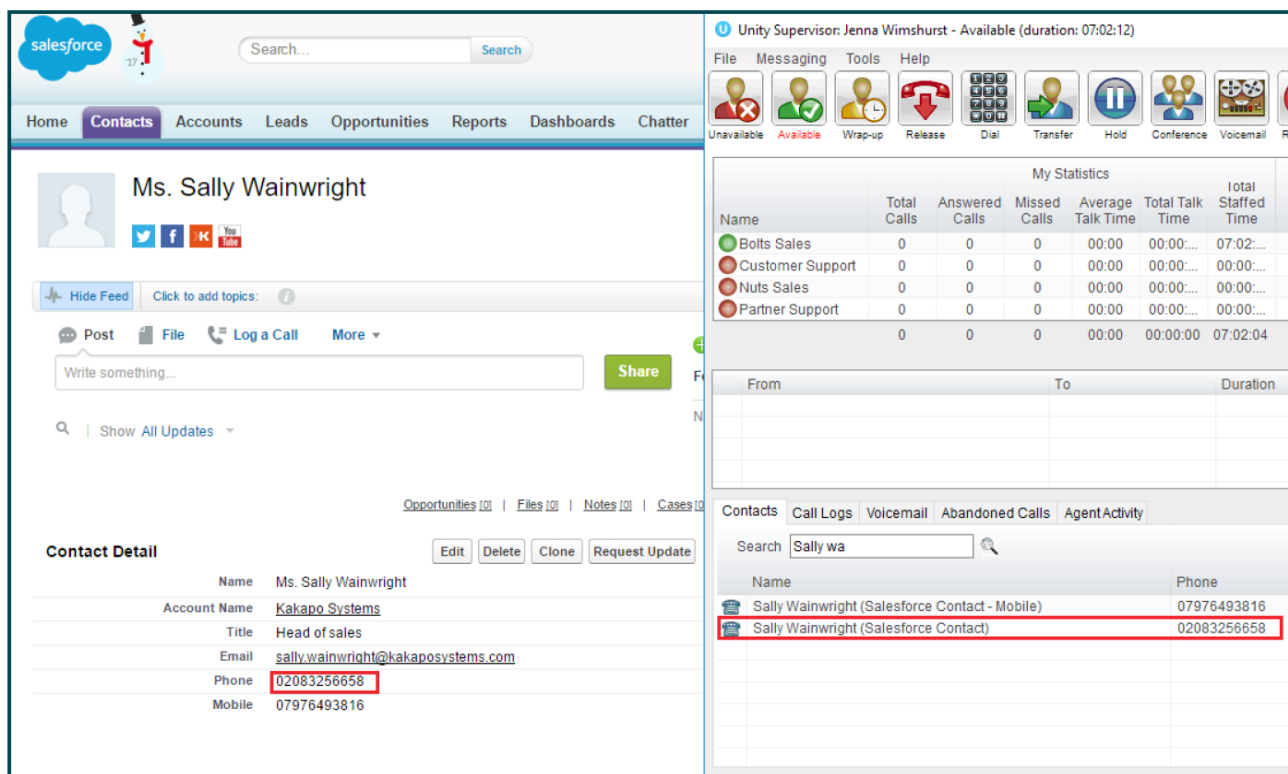


Unity: Salesforce Integration

COLLATE YOUR CONTACTS WITH UNITY AND SALESFORCE

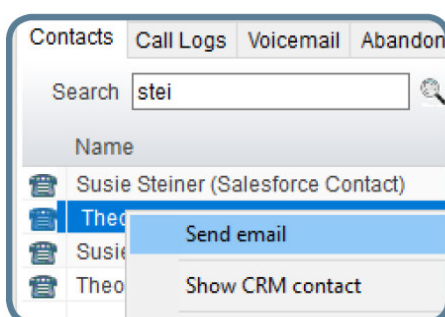
Unity CRM Connect will pop the record in Salesforce, either automatically or when the user clicks the call notification. Outbound calls can be made from within Salesforce direct, or through Unity Contact Search.

Unity seamlessly integrates with Salesforce to facilitate contact lookup and “popping” for inbound and outbound calls, searching for CRM contacts within Unity and click to dial both from within Unity and the CRM platform.



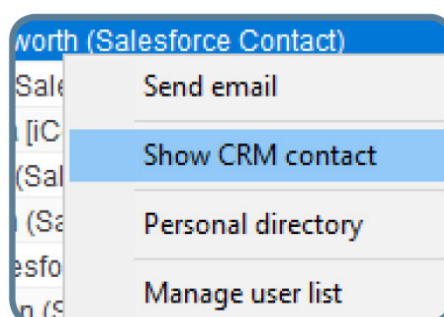
Contact Search

Perform a contact search and Unity will not only check all directories such as the group/enterprise phone list, personal directory and Outlook etc, but it will also dynamically search your Salesforce contacts.



Automatic Call Pop

When a CRM contact is called, the user can easily view the contact in the Salesforce platform. Unity can also be configured to automatically pop the CRM contact when the call is answered.



Add Call Log Entry

Easily configure Unity to automatically add a call log entry for any calls. Users can then add further notes manually, which will then be stored in Salesforce.

