



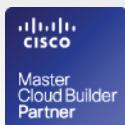
Collaboration Solutions Provider



ConnectCX™ places inbound Cisco voice agent call control inside the Salesforce CRM—creating an integrated work experience for Cisco and Salesforce contact centers.

Salesforce is one of the most widely used enterprise CRM applications. By placing key voice call control and desktop agent metrics within Salesforce, ConnectCX™ puts valuable and relevant customer information in front of your contact center agent as they seamlessly answer sales or support calls, saving time and expediting call resolution.

Compatible with Cisco UCCX/E & Cameo Global HCS CloudBlu™.



ConnectCX™

ConnectCX™ is intelligent software that gives agents the ability to embed call control functions directly within the Salesforce web application, bringing together two platforms to drive productivity. Cameo Global's ConnectCX™ is compatible with any Cisco contact center including UCCE, UCCX, PCCE, and HCS CloudBlu™.

- **Screen pop customer records inside Salesforce alerts agent when a call comes in**
- **ConnectCX™ matches Salesforce's look and feel allowing agents to intuitively use the application**
- **Give agents immediate access to customer data**
- **Packaged software streamlines deployment**



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ConnectCX™ Key Features

Full Integration

Inbound calls are the foundation of customer support, and one of the most used modes of contact in agent and customer interactions. Integrating the functionality of voice call control with Salesforce's CRM increases agent efficiency and reduces call handle time, boosting customer satisfaction.

Information at a Glance

With ConnectCX™ agents can see at a glance previous customer support interactions and account information, providing a completely integrated experience for every incoming call.

Minimize App Navigation

ConnectCX™ gives agents a holistic view of all available customer information within seconds of answering a support call. Agents no longer have to navigate in and out of customer service applications to get customer data and field support inquiries.

Tools for Productivity

ConnectCX™ delivers the tools agents need to provide targeted and accurate customer information from one interface.

Cameo Global, Inc., is a leading Cisco ATP partner specializing in Contact Centers. ConnectCX™ is part of our continuing commitment to delivering value-added solutions to Cisco's Contact Center customers.



Pricing and Support Services

ConnectCX™ is sold as a software based appliance for use in approved VMware environments. Compatible with UCCX, PCCE, UCCE, and Cameo Global CloudBlu™ for contact centers, pricing is based on the number of installed user seats.

Cameo engineers expertly install ConnectCX™. Implementations are typically accomplished remotely or onsite if required by security policies. Annual maintenance is sold separately and is included in the 1st year of deployment.



Contact Cameo Global today to schedule your initial business and technology review with one of our trusted advisors. Call now to get started!



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