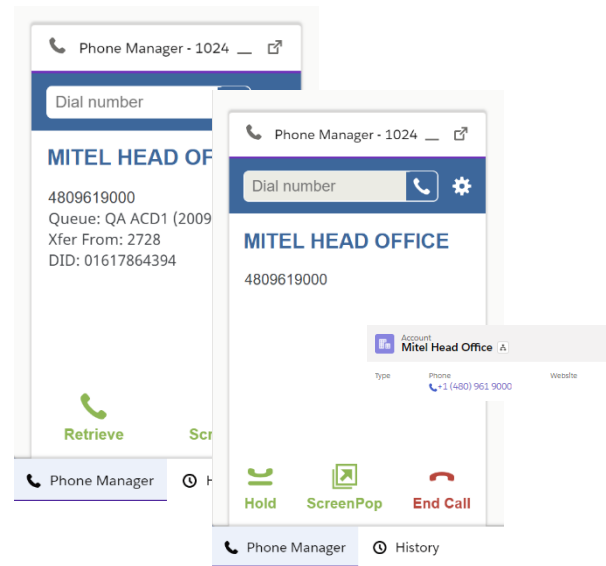


Mitel Phone Manager for Salesforce Lightning

Seamlessly Connect Your MiVoice Office 250 Phone to Salesforce Lightning

Key Features

- Dial from within Salesforce records
- View detailed call information including Caller ID, Speed Dial Name, Hunt Group (Queue), DID and Transferred From
- Control calls from within Salesforce; Make Calls, Hold/Retrieve, Answer/Clear – All from within the Salesforce user interface
- Screen-pop Salesforce records where there is a telephone number match
- Automatically log calls as a task against Salesforce contacts



Mitel Phone Manager can now be used in conjunction with your Salesforce Lightning applications, providing users with direct control over their MiVoice Office 250 telephone from within the Salesforce Lightning interface

Phone Manager can be added as a Utility to any Salesforce Lightning application. Appearing as a 'Phone' option at the bottom of the user's screen, Phone Manager is embedded right into the heart of the Salesforce environment, providing users with direct control over their telephone without having to leave Salesforce.

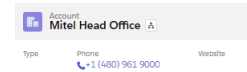
Once integrated, Phone Manager simplifies each user's interaction with their telephone. The intuitive interface provides easy access to answer, hold and retrieve calls. With centralized configuration and no client-side installation required, Phone Manager for Salesforce Lightning is simple to deploy and easy to use.

Call Control

Users can make calls when idle, hold/retrieve connected calls, and answer/clear down calls, directly from within the Salesforce user interface. In addition to giving users control, valuable call information is also provided. Users can see caller identity where available and can see exactly which queue/number the call came from - helping the user to see what services the customer is interested in.

Dialing

Any user with the Phone Manager for Salesforce enabled can initiate telephone calls from within Salesforce contact records, simply by clicking the phone number. Numbers are automatically formatted for local, national or international access, simplifying the process for the user, saving time and reducing errors.



Screen Popping

Where there is a contact match with a telephone number in Salesforce, records can be automatically loaded to ensure efficiency for your users. Contact records can be configured to screen pop can be as soon as a call rings or is answered. Alternatively, users can manually request screen pops when they are ready.

Task Creation

For each call that is answered, Phone Manager for Salesforce Lightning can automatically create 'Call' tasks against the matching contact – saving users time and keeping an automatic record of every time contacts are spoken to.

Requirements

MiVoice Office Application Suite	<ul style="list-style-type: none">• Requires release 5.2 or higher• Connectivity required between the user and the MiVoice Office Application Suite server (port 8204)• Phone Manager Professional or Team Leader license required for each user• Multi-Node license required for Multi-Node environments• Non self-signed certificate required for MiVoice Office Application Suite
MiVoice Office 250	<ul style="list-style-type: none">• Requires release 6.3 or higher• Digital, MiNET, 6900 & Mitel Phone Manager Desktop Softphones supported• Multi-Node environment supported

Note: This list is not an exhaustive list and may have changed since this datasheet was created. Please refer to the latest release notes available at: <https://salesforce.xarios.com>