Natterbox for Service Cloud®

**Are you losing business
from generic communication
with your customers?**

**How long does it take for your customers
to get through to the relevant agent?**

**How many times do your customers have to repeat
themselves because you haven't got their details
to hand?**

To have successful conversations with your customers and prospects daily, you need to have access to the right tools to get the job done. No more time wasted on incomplete data, multiple sources and manual admin methods.

Natterbox Advanced Voice Services (AVS) enables you to transform your telephony experience, whilst empowering your service agents to deliver fast and personalised support, by leveraging customer data in Salesforce.

"Since moving to Natterbox we easily save up to a minute on each call and have seen an increase in agent productivity of 80% which is incredible. The data it gives us is enabling us to understand our agent and customer requirements and behaviour better, and allowing us to make changes to our customer experience as a result."

The Challenge

salesforce available on AppExchange

GROUPON   reed.co.uk   Canon   Legal & General   THE CHALLENGE   ENGAGE PARTNERS

natterbox

▶ NatterboxTV
🐦 Natterbox
in Natterbox-limited

hello@natterbox.com
natterbox.com

EMEA +44 203 510 0500
USA +1 646 762 2111

APAC +61 2 8244 3000
Nordics +46 8 4030 9112

Key benefits & features

Salesforce Integration

The world's first global business phone system with Contact Centre, 100% embedded and managed entirely within Salesforce.

Personalised Customer Experience

Easily set up personalised caller journeys and route customers to the most skilled agent for First Contact Resolution (FCR), based on Salesforce data and previous interactions.

Empower Service Agents

Never make a customer wait while you search for their record again. Natterbox CTI empowers your agents with the inbound caller's contact and account name and links directly to the customer record with their full-service history.

Quality Assurance

Listen live and record calls to ensure every communication with your customers and prospects is to the highest standard.

Actionable Insights

60+ points of call data captured and automatically pushed into a lead/contact in Salesforce. All of which can be built into 120+ customisable Salesforce reports and dashboards, to help you make better business decisions.

Global Data Centres

Natterbox is available worldwide; serviced by our network of 8 global data centres, providing quality of service for calls, reliability and reduced complexity.

One Trusted Provider

We own our own Cloud PBX and our solution is 100% managed and embedded within Salesforce. Enabling transparency, flexibility and support, without needing to escalate to third party telephony suppliers.

Accelerate Productivity

Gain greater efficiency with automatic case creation and activity logging, click-to-dial, screen pop, user defined wrap up codes, incoming call whispers, live call history notes and more, all within Service Cloud.

Total Visibility

Display real time call activity for cases, SLAs and queues on multi-screen, at no extra cost, directly through Salesforce and our Wallboards.

Easily Scalable

Expand into new markets with Natterbox Cloud PBX, and deploy a new phone system in a new location, in a matter of minutes.

Ready to transform your conversations with customers & prospects?
Request a demo now at natterbox.com/request-a-demo

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