

# Read PDF Purecloud For Salesforce Genesys

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However, a hard-to-scale IT infrastructure diminished customer experience and prevented the team from maximizing learning and plans for effective contact handling. Moving to the Genesys PureCloud® platform provided advanced routing, real-time reporting and a path to unify email, chat and social interactions—all for a per-user monthly price.

With PureCloud for Salesforce, you can easily integrate all your telephony, chat and email interactions with your organization's tools, efficiently providing the best customer experience. Empower...

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### PureCloud integrations | Genesys

#### Set up the PureCloud for Salesforce integration ...

### Genesys PureCloud for Salesforce - Genesys - AppExchange

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The PureCloud for Salesforce integration puts PureCloud telephony, chat and email interactions directly in the Salesforce user interface. It also extends your Salesforce data to include information about each interaction that an agent handles, further increasing the value of that data. You don't need to install anything on a user's computer or maintain or back up anything on your own servers. With PureCloud for Salesforce, you

You can use PureCloud for Salesforce with Salesforce Classic or Lightning Experience. The managed package that you download

from the App Exchange includes two definition files: one for Salesforce Classic and one for Lightning Experience.

#### Screen pop in PureCloud for Salesforce - PureCloud ...

#### Purecloud For Salesforce Genesys

The Salesforce Connector for PureCloud integrates the Genesys PureCloud Solution with Salesforce. Via a simple click contact center agents can access customer relationship data and hence provide for a more informed service, make more informed decisions, and ultimately increase the productivity of the agent and the satisfaction of the customer.

#### Genesys Information Experience - Help, Docs, Video & More

A Task is created in Salesforce by PureCloud for Salesforce. (Task #1) The SMS conversation ends after 5 minutes and the agent enters a wrap-up code. Task #1 is updated with a call duration 300. 2 hours later, the same customer sends another SMS message. The conversation is picked up by the same agent. A 2 nd Task is created in Salesforce. (Task #2) It references the same PureCloud interaction as Task #1.

A unified, all-in-one customer engagement and employee collaboration offering that's intuitive, easy to use, and deploys rapidly. A true cloud offering, PureCloud is flexible, open, and feature-rich, with subscription based pricing making it low risk.

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Genesys Cloud Platform. Genesys Cloud is the platform for rapid innovation — for organisations of any size and any industry. It's an API-first solution, with more than ten years of testing, refinement and proven scalability and security.

#### Salesforce connector for PureCloud | Softphone Srl

#### PureCloud - Genesys

#### PureCloud for Salesforce | Genesys

The PureCloud for Salesforce integration is a version of PureCloud's contact center services inside Salesforce. Warning : Do not run different versions of the PureCloud embedded client (PureCloud for Salesforce, PureCloud for Zendesk, PureCloud for Chrome, PureCloud for Firefox, or PureCloud Embeddable Framework) side by side.

#### Welcome to PureCloud for Salesforce

#### Salesforce Lightning Experience - PureCloud Resource Center

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PureCloud<sup>SM</sup> by Genesys is a cloud collaboration, communications, and customer engagement platform that takes full advantage of the distributed nature of the cloud. PureCloud provides rapid deployment, industry-leading reliability, and unlimited scalability, to connect customers and employees in new, more efficient ways.

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