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scalability and security.

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About PureCloud for
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PureCloud by
Genesys is a cloud
collaboration,

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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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However, a hard-to-
scale IT infrastructure

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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

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per-user monthly price.

Salesforce connector for
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Genesys Cloud
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Cloud is the platform
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It ' s an API-first
solution, with more than
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refinement and proven scalability and security. Get access to new functionality. Including the latest innovations in AI-powered customer and employee ...

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AppExchange
Pull Salesforce contacts
into the PureCloud
platform. Incorporate

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Salesforce customer and organization contact information into the PureCloud platform to create a corporate address book. Unified search and click-to-call makes outreach accessible and easy for all of your employees.

Set up the PureCloud
for Salesforce
integration ...

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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...

Salesforce Lightning
Experience - PureCloud
Resource Center

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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

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PureCloud Embeddable
Framework) side by
side.

Home - PureCloud
Resource Center

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

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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.

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The Salesforce

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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

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satisfaction of the
customer.

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Genesys is a cloud
collaboration,
communications, and
customer engagement
platform that takes full
advantage of the
distributed nature of the
cloud. PureCloud
provides rapid

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deployment, industry-leading reliability, and unlimited scalability, to connect customers and employees in new, more efficient ways.

PureCloud integrations
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The PureCloud for
Salesforce integration
puts PureCloud
telephony, chat and
email interactions

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Genesys
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

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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

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Classic and one for
Genesys
Lightning Experience.

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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,

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with subscription based
Genesys pricing making it low
risk.

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managed package and
set up a call center in
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Genesys PureCloud The
PureCloud platform
offers incredibly fast
internal adoption for
small- to mid-market
organisations, as well as
a growing list of larger
customers. With

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impressive functionality
and a true cloud
architecture that
supports continuous
improvements, the
PureCloud software
meets your needs now
and wherever you want
to go in the ...

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