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genesys cloud and salesforce a dynamic duo synchronized ai ready data improve cx personalization and reduce the development burden on your it and analyst teams with free flowing pre integrated data and common schemas between genesys cloud and salesforce single cx orchestration engine san francisco sept 6 2023 prnewswire genesys a leader in ai powered experience orchestration today announced a strategic collaboration with salesforce nyse crm the 1 ai crm to help businesses bring together their data agents bots and communication channels for smarter end to end customer and employee experiences cx cloud from genesys and salesforce this jointly released solution natively combines a unified artificial intelligence ai powered agent workspace in salesforce service cloud with enterprise contact center and workforce engagement management wem capabilities from the genesys cloud cx platform with this solution from salesforce and genesys you can increase agent efficiency satisfaction and eliminate application switching improve cx personalization and customer satisfaction build a supportive culture that helps retain employees consolidate systems and lower costs reduce the development burden on your it and analyst teams a true cloud offering the genesys cloud cti adapter includes a feature rich pre built integration for instant impact and the ability for deep customization to optimize your existing salesforce investment processes and vision about genesys cloud for salesforce the genesys cloud for salesforce integration is a variant of genesys cloud s contact center services inside salesforce warning do not run different variants of the genesys cloud embedded client genesys cloud for salesforce genesys cloud for zendesk genesys cloud for microsoft teams genesys cloud for first time to get started with genesys cloud for salesforce install the managed package and configure items in salesforce and genesys cloud install the managed package set up a call center grant access to apex classes through a permission set in salesforce and assign permissions in genesys cloud 46 12k views 3 years ago in this video we cover the basics of how to use the genesys cloud salesforce integration plugin visit our website for more valuable resources solution overview with the genesys salesforce integration you

can add data driven automation through self service ivr applications by accessing salesforce data at the outset of every call this enables each and every call to be personalised utilising the genesys cti and screen pops gplus adapter for salesforce the gplus adapter for salesforce is an integrated solution that enables salesforce users to handle contact center interactions seamlessly within salesforce it is transforming sales with salesforce and is putting the customer first at every step of engagement moving towards smart value selling genesys is on the fast track to success it has significantly automated its sales process and given sales teams the tools and data to deliver value to customers in a smarter faster and more meaningful way gplus adapter for salesforce available in salesforce classic and salesforce console the adapter provides voice and chat functionality along with salesforce specific features such as updating activity history screen pops and click to dial browser support the adapter supports the following web browsers microsoft internet explorer 10 and 11 8 5 2 navigation search installing and configuring the adapter in salesforce complete the procedures on this page to install and configure the gplus adapter for salesforce in your salesforce environment installing the adapter in salesforce prerequisites you have installed and configured services you have set up ssl for jetty get started to use pureconnect for salesforce obtain credentials from your administrator check the browser requirements and log in requirements language support log in revised november 08 2023 genesys knowledge network sdk in genesys cloud for salesforce prerequisites configure the authentication of the managed package and use only the client credentials grant for the oauth client you can use our sdk in the managed package to customize actions in genesys cloud for salesforce the sdk uses the salesforce apex programming language making outbound calls transferring calls to other agents about this user s guide the following topics explain the product functionality of cti adapter for salesforce logging in find out information about logging into the cti adapter for salesforce application installing the cti adapter for salesforce for instance on this page you can check genesys s overall score of 7 5 and compare it against salesforce service cloud s score of 9 6 or genesys s user satisfaction level at n a versus salesforce service cloud s 97 satisfaction score the managed package contains all the installation components that are necessary to run genesys cloud for salesforce the cti custom salesforce code for interaction log functionality the call center definition configuration and a user configuration utility

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genesys and salesforce launch ai powered customer experience

Feb 28 2024

san francisco sept 6 2023 prnewswire genesys a leader in ai powered experience orchestration today announced a strategic collaboration with salesforce nyse crm the 1 ai crm to help businesses bring together their data agents bots and communication channels for smarter end to end customer and employee experiences

cx cloud from genesys and salesforce

Jan 27 2024

cx cloud from genesys and salesforce this jointly released solution natively combines a unified artificial intelligence ai powered agent workspace in salesforce service cloud with enterprise contact center and workforce engagement management wem capabilities from the genesys cloud cx platform

now available cx cloud from genesys and

salesforce

Dec 26 2023

with this solution from salesforce and genesys you can increase agent efficiency satisfaction and eliminate application switching improve cx personalization and customer satisfaction build a supportive culture that helps retain employees consolidate systems and lower costs reduce the development burden on your it and analyst teams

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a true cloud offering the genesys cloud cti adapter includes a feature rich pre built integration for instant impact and the ability for deep customization to optimize your existing salesforce investment processes and vision

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Oct 24 2023

about genesys cloud for salesforce the genesys cloud for salesforce integration is a variant of genesys cloud s contact center services inside salesforce warning do not run different variants of the genesys cloud embedded client genesys cloud for salesforce genesys cloud for zendesk genesys cloud for microsoft teams genesys cloud for

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install the managed package set up a call center grant access to apex
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salesforce data at the outset of every call this enables each and every
call to be personalised utilising the genesys cti and screen pops

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gplus adapter for salesforce the gplus adapter for salesforce is an
integrated solution that enables salesforce users to handle contact center
interactions seamlessly within salesforce

genesys transforms customer experience

with salesforce

May 19 2023

it is transforming sales with salesforce and is putting the customer first at every step of engagement moving towards smart value selling genesys is on the fast track to success it has significantly automated its sales process and given sales teams the tools and data to deliver value to customers in a smarter faster and more meaningful way

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gplus adapter for salesforce available in salesforce classic and salesforce console the adapter provides voice and chat functionality along with salesforce specific features such as updating activity history screen pops and click to dial browser support the adapter supports the following web browsers microsoft internet explorer 10 and 11

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the managed package contains all the installation components that are necessary to run genesys cloud for salesforce the cti custom salesforce code for interaction log functionality the call center definition configuration and a user configuration utility

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