



Communications

Salesforce.com Integration

KRP Communications and Salesforce.com – Keeping you connected!

KRP Communications teams up with Interactive Intelligence to bring you the most productive Salesforce.com integration available.

Increase Efficiency

KRP's advanced Salesforce.com integration puts telephony controls at your fingertips, increasing efficiency and eliminating unnecessary menial tasks.

Built for enterprises or contact centers of any size who are looking to deliver superior customer satisfaction, our toolbar integrates seamlessly to your Salesforce.com deployment.

Increase Customer Service

By not only providing Click-to-Dial and Screen Pop services, KRP's integration enhances customer service, making it easier than ever to ensure your customers receive first-class treatment.

Incoming and outgoing phone call tasks are automatically created guaranteeing customer interactions are never forgotten.

Seamless Integration

Using state-of-the-art technologies, KRP's integration is able to retrieve and update customer information directly from Salesforce.com web services. Providing the most accurate information available to the entire organization.

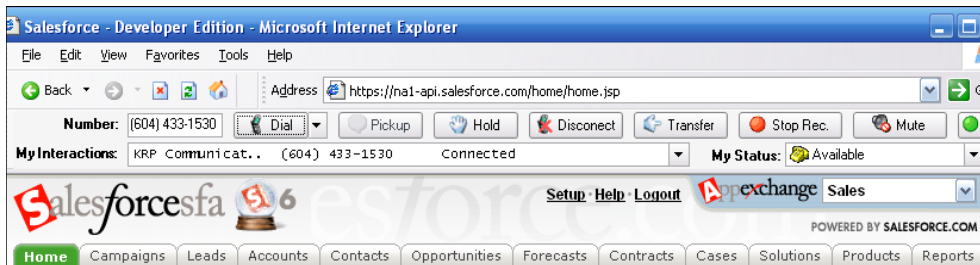
.NET Technologies

Built on Microsoft's .NET framework to deliver a highly dependable solution you can count on.

Click-to-Dial

Through intelligent Click-to-Dial features, you can connect to the current contact/lead/account you are viewing with the click of a button. As you navigate to different entities, the toolbar follows you, retrieving and displaying all phone numbers for the current entity.

Any Salesforce.com changes made by you or your colleagues are immediately available.

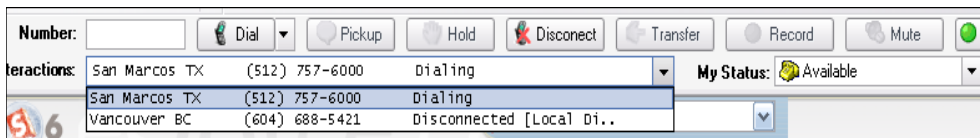


KRP's toolbar fits nicely into Internet Explorer and integrates seamlessly to Salesforce.com.

Superior Call Control

Whether you are calling extensions, local numbers, or long distance our toolbar provides advanced call features such as: Dial, Pickup, Hold, Disconnect, Record, Mute, Transfer (Blind & Consult Transfers) and Send to Voicemail.

We clearly displays all of your current phone interactions, whether they are on hold, dialing or connected, ensuring you don't lose anything.

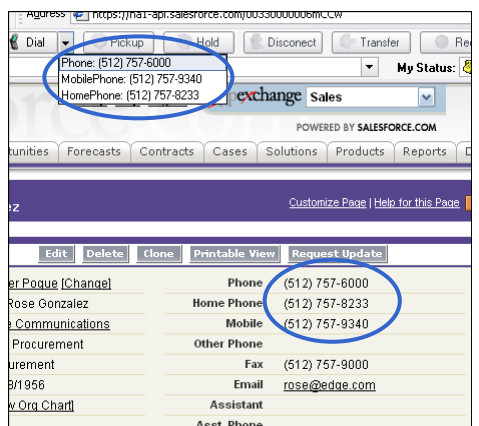


Instantly access all of your telephone interactions through the toolbar.

Remote Workers

Built to compliment Salesforce.com's "work from anywhere" value, remote capabilities are included; sales & support staff have access to customers from virtually anywhere.

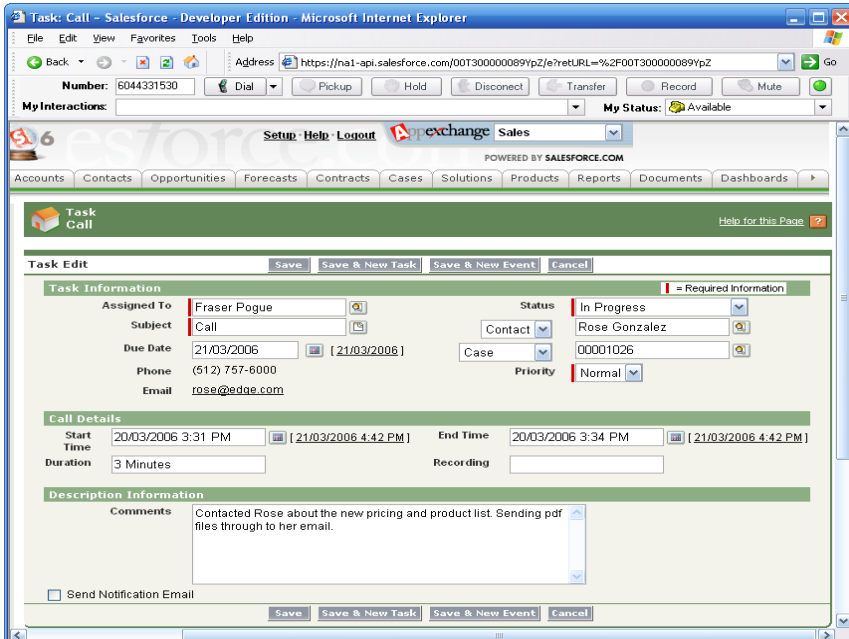
Remote workers can log-in to their Interactive Intelligence server using our toolbar, connect to Salesforce.com through an internet connection and provide the same "in-office" level of services customers expect.



Multiple phone numbers are reflected in the toolbar.

Interaction Management

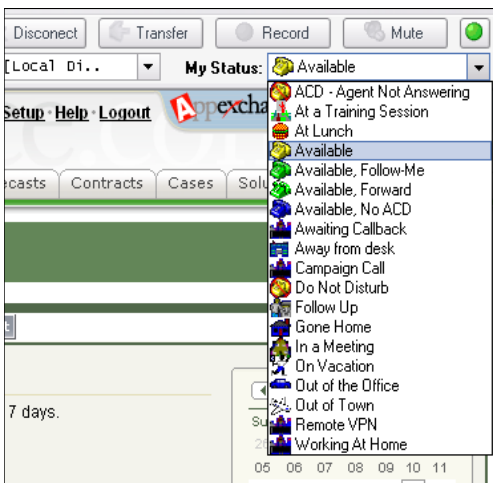
Sound Customer Relationship Management begins with documented customer interactions. Screen Pop will ensure that each and every phone call will be documented and related to an account, contract, incident and more. When a new call screen is popped, agents are able to fill out further details about the call, including priority, subject call details and even schedule a follow-up task.



Screen Pop creates call records and pops the information to the agent.

Additional Pop Features

Screen Pop also features the ability to pop the account/lead/contact, providing agents with all the necessary information regarding the individual on the other end of the line. If there exist multiple entries under a single phone number, Screen Pop will search the Salesforce.com and present the agent with a list of matching entries. Screen Pop also provides the ability to pop the Salesforce.com search window with the telephone number as its query.



Presence Management built-in to the toolbar.

Presence Management

Presence management is conveniently built-in to the toolbar enabling you to update your status — such as 'In A Meeting' or 'Out to Lunch' keeping customers informed keeps them happy.

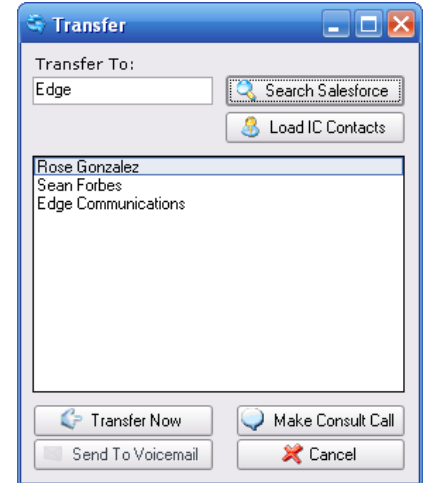
Calls will automatically be routed to your voice mail when you are "In a meeting" or "Away from the desk".

You can also set your status to Available, Follow-Me enabling important customers to track you down.

Integrated Transfer

Transferring has never been easier. Not only can you transfer your calls to other internal agents, but you can transfer calls to Salesforce.com accounts, leads and contacts.

Searching will automatically return all related entities. For example, searching for the account "Edge Communications" will return the account itself, as well as two related contacts.



Integrated transfer window allowing Salesforce.com search.

System Requirements

- **Microsoft Windows 2000 or higher.**
- **.NET Framework 1.1**
- **Salesforce.com Enterprise account**
- **Interactive Intelligence 2.3.1 or higher.**
- **Internet Explorer 5.1 or higher.**



This document contains preliminary information that may be changed substantially prior to final commercial release of the software described herein. The information contained in this document represents the current view of KRP Communications on the issues discussed as of the date of the document. Because KRP must respond to changing market conditions, it should not be interpreted to be a commitment on the part of KRP, and KRP cannot guarantee the accuracy of any information presented after the date of the document. This document is for informational purposes only. KRP MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS PRESENTATION. KRP may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from KRP, the furnishing of this information does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

©2006 KRP Communications. All rights reserved.