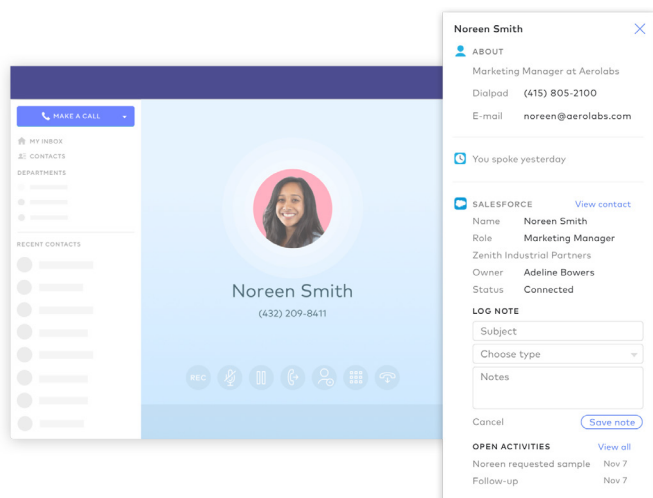


# Dialpad + Salesforce

## Voice and CRM are better together.

Your business phone system and CRM can feel like one and the same, thanks to Dialpad's native integration with Salesforce. Transfer calls between your mobile and Salesforce, log activities, and up your productivity from one single platform.



## Why Dialpad + Salesforce?

### UNIFY YOUR COMMUNICATIONS

Bring everything under one roof with our native integration that works with both Classic or Lightning.

### NEVER SECOND GUESS ACTIVITY

With automatic call logging regardless of connected device (yes, even desk phones), your user's activity is now captured and logged into the platform.

### CUSTOMER PROFILES AT A GLANCE

Whether you're in the office or on the road, Dialpad displays your contact's profile plus past and open activities right within your app.

## Feature Highlights

### NATIVELY INTEGRATED

- Call widget natively embedded in Salesforce Lightning
- Salesforce1 mobile support
- Sync agent status between Service Cloud + Dialpad for omnichannel support
- Display contact's Salesforce profile inside Dialpad (desktop and mobile apps)
- Leverage powerdialer to drive outbound sales efficiency

### ACTIVITY LOGGING

- Create open and closed activities inside Dialpad
- Automatically log notes, calls, SMS, voicemails, recordings, transcriptions, and dispositions
- View past and open activities per contact within Dialpad
- Log activity to Cases or Opportunities
- Log to custom and standard objects to better enrich customer and account interaction history

## Plans & Availability

The Dialpad integration is compatible with both Sales and Service Cloud and is available on Classic, Lightning, and Salesforce1.

The Dialpad app is available on the AppExchange to users with a Dialpad Pro or Enterprise plan type. Teams will also need an Enterprise or Unlimited edition of Salesforce and/or an edition that supports API access.