

Unity's Salesforce Integration Workflow

Step 1: Taking a call

When a Salesforce contact or lead calls into a call center the supervisor will be able to recognize that, they are a contact or lead as the information will be in brackets after the name.

From	To	Duration	Status
Sally Wainwright (Salesforce Lead)	Nuts Sales	00:10	Queued at position 1

The user will then be able to right click on the call to promote it to another queue or contact. Once the call has been answered, Unity will pop the Salesforce contact page in the user's default browser.

Step 2: Adding a note

By default Unity will add an automatic call entry in Salesforce detailing the time and date and who called who. User can also add a manual call log entry by simply right clicking on the call and selecting "add a call log entry" as shown below.

From	To	Duration	Status
Sally Wainwright (Salesforce Lead)	Jenna Wainhurst		Active/Not recording

Contacts	Call Logs	VoiceMail	Abandoned Calls	AgentActivity
Search: <input type="text"/>				

Assign call to account code	>
Add number to personal directory	
Show CRM contact	
Add CRM call log entry	
Reset column widths	
Show gridlines	<input checked="" type="checkbox"/>

Unity allows the user to specify whether to close the call log entry box when the call ends or to keep it open to add information after.

<input checked="" type="checkbox"/> Close call log entry immediately
<input type="button" value="Show CRM Contact"/> <input type="button" value="Cancel"/> <input type="button" value="OK"/>

Step 3: Saving the call log

As soon as the call/call log entry box is complete, Unity will save the manual call log entry against the contact in Salesforce along with basic call information. You will now see this call log entry in Salesforce.com, as shown below.

Click to add topics: <input type="text"/>
Task Detail Edit Delete
▼ Task Information
Subject: Call
Assigned To: Jenna Wainhurst
Name: Sally Wainwright - Kakapo Systems
Comments: Call made to Jenna Wainhurst
Called about sales promo

Please watch the [Unity's Salesforce Integration Workflow](#) video on YouTube.

Note: Unity CRM Connector works with Salesforce Classic and Salesforce Lightning User Interface (UI).