



Velocity™ Softphone



Connect Cisco softphone with your Salesforce system through platform API

What is Velocity™ Softphone?

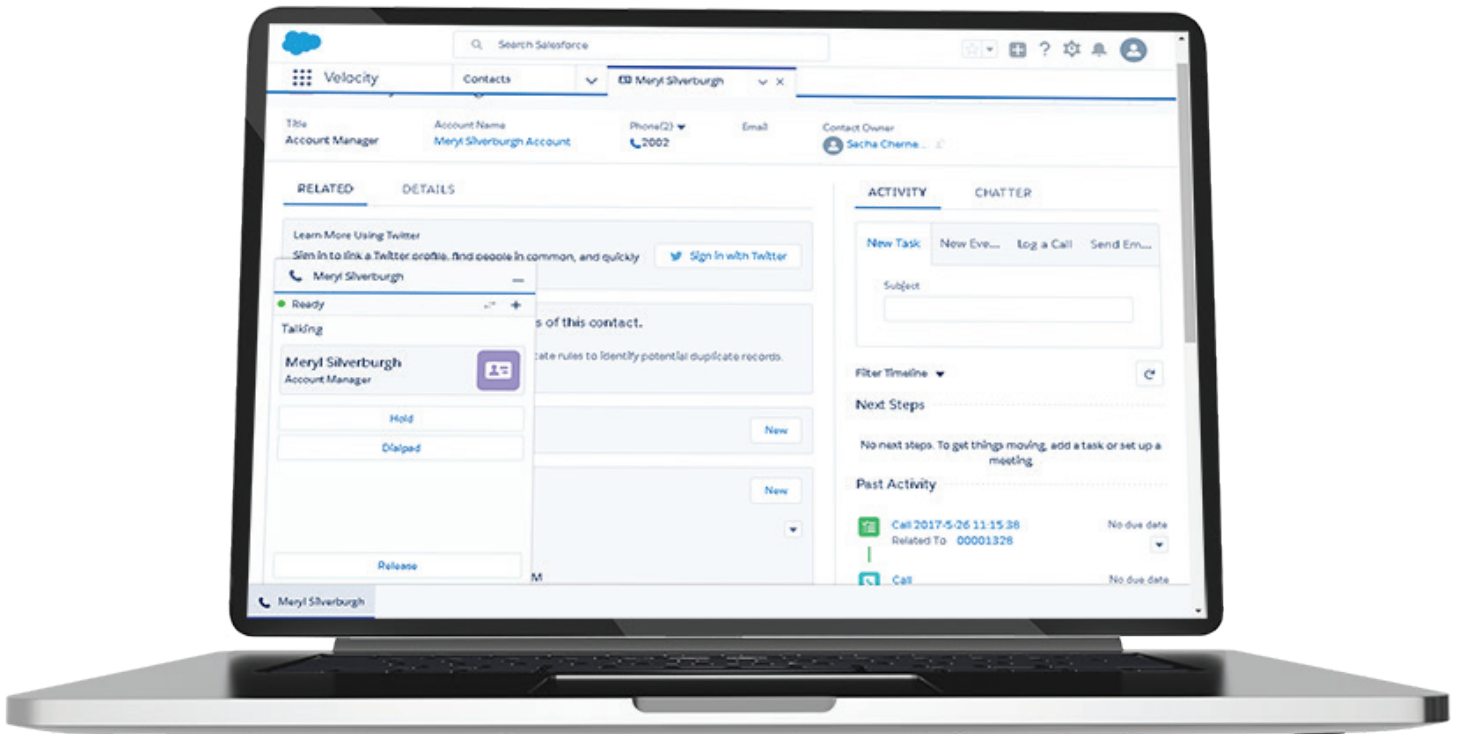
Velocity™ Softphone is a seamless softphone for Salesforce integration to the Cisco platform that is simple to configure and install. It enables you to customize, configure, and support custom workflow automation via an easy to use platform API. This Salesforce softphone supports personalization and corporate branding of the presentation layer.



available on
AppExchange

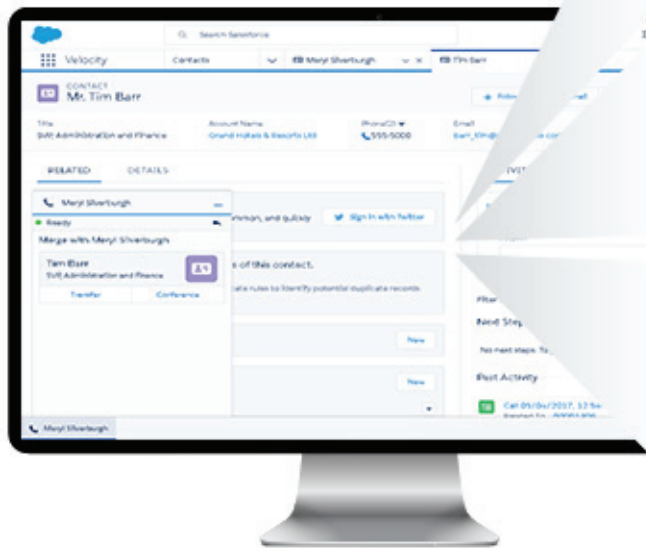
Benefits

- Seamless integration to Salesforce - Classic, Console and Lightning Compatible
- Reduces execution errors, establishes consistency and increases efficiency through the workflow automation, platform integration and data centralization
- Improves user experience and reinforces corporate branding through configurable look and feel
- Enables faster agent training through a high level of task automation
- Lowers costs through a rapid deployment, scalability, and an ease of maintenance and support
- No hardware required



Velocity™ Softphone Call Screen

Customization Options



Login Screen

- Styling via Cascading Style Sheets (CSS)
Fonts, colors, backgrounds, etc.
- Text labels on fields and button

Dial Screen

- Styling via Cascading Style Sheets (CSS)
Fonts, colors, backgrounds, etc.
- Ready state list
- Phone bar buttons & Dial button

Call Screen

- Styling via Cascading Style Sheets (CSS)
Fonts, colors, backgrounds, etc.
- Ready state list
- Phone bar buttons
- Top left label (defaults to call state)
- Top right label (defaults to call count)
- Contact card
- Button labels
- Hide or add new buttons
- Button layout using CSS

Technical Requirements

- Salesforce Editions: Professional, Enterprise, Unlimited, Performance
- System Requirements:
 - Cisco Finesse 11.5
 - IE 10 or higher
 - Firefox/Chrome



**SIGN UP FOR
A DEMO**

Who Are We?

Aria Solutions has been a leading provider of contact center and customer engagement solutions for 20 years, delivering innovative, multi-channel, cloud, on-premises and hybrid-based solutions. We specialize in working with Genesys, Salesforce & Amazon Connect platforms, building products and delivering services to offer complete solutions. Our thorough methodology and expertise are key in helping customers promote customer engagements, create exceptional customer experiences, and deliver positive business results.

Partnered with:



Head Office

Suite 600, 110-12th Ave SW
Calgary, AB, Canada T2R 0G7
Ph: +1 403 235 0227
Toll Free: +1 866 550 2742

US Corporate Office

825 Watters Creek Blvd.
Suite 250, Building M
Allen, TX, 75013
Toll Free: +1 866 550 2742