



# Give your service team a smarter way to handle calls, from anywhere.



Whether or not your call center has shifted to a remote work model, you may need new digital tools to handle heightened demand. Service Cloud Voice gives your team a brilliant new way to handle calls from anywhere. Quickly set up cloud telephony (from Amazon Connect or your third-party provider), enhance personalization, accelerate agent productivity, and, while you're at it, give your supervisors omni-channel visibility.



With Service Cloud Voice, your contact center agents and supervisors can now access the same set of productivity and reporting tools. What does this mean for you? A single console, a 360-degree view of the customer, real-time call transcription and reporting tools, and amplified quality control. Help your agents find all the information they need on one screen, in one workspace, and watch your CSAT rise.

## Top Benefits

- Quickly deploy cloud telephony
- Build customer loyalty by enhancing personalization
- Accelerate agent productivity on phone calls
- Deliver omni-channel visibility to supervisors

## Top Features

- Telephony integration from market-leading solutions
- Single console and 360-degree view of the customer
- Built-in automation and intelligence
- Real-time call transcription
- Consolidated supervisor view

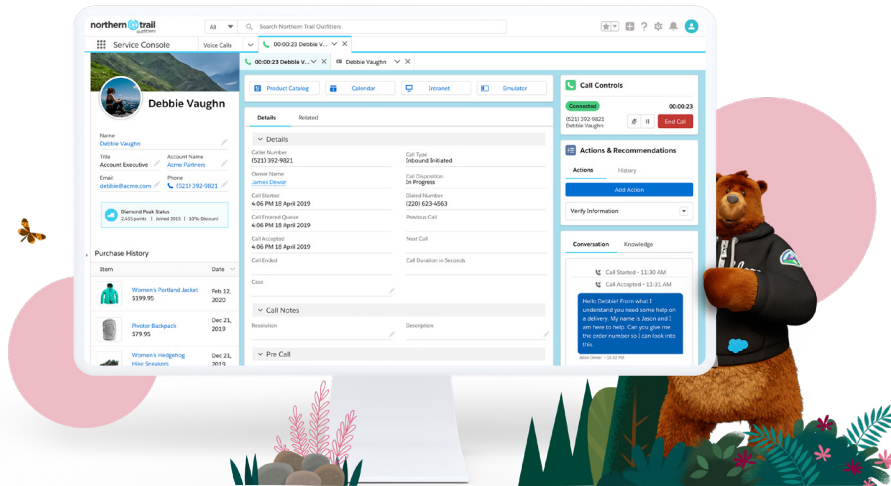
The voice channel is how we interact with the customers at a personal level, so it's very important to us. We recently went through a transformation using Service Cloud Voice to have our telephony system fully integrated into the Salesforce Platform. Integrating these customer interactions gives us insights and context, which enable us to provide better service.

**Dharam Rai**  
VP, Customer Experience, Sonos

\* Salesforce, "State of Service," 2019 (salesforce.com/blog/2019/03/customer-service-trends.html)

# How to Get Service Cloud Voice

Service Cloud Voice gives customers the option to use the telephony solution of their choice.



## Service Cloud Voice for Partner Telephony

Customers can connect their preferred telephony into Service Cloud Voice. Visit Salesforce AppExchange to see which solutions are currently available for Service Cloud Voice.

## Service Cloud Voice with Amazon Connect\*

Set up contact center technology from Amazon Connect within Salesforce. Get IVR bots, contact flows, and call transcription from Amazon Connect, preintegrated inside of Service Cloud Voice.

Key Features of Service Cloud Voice	Service Cloud Voice for Partner Telephony	Service Cloud Voice with Amazon Connect
Preintegrated Telephony with Amazon Connect		✓
Bring Your Own Telephony from an AppExchange Partner	✓	
Surface Phone Calls Within Omni-Channel	✓	✓
Voice Powers Real-Time AI and Productivity Tools	*transcription requires partner license	✓
Universal Call Controls and Agent Presence	✓	✓
Cross-Channel Supervisor Monitoring and Management	✓	✓
Live Call Data Visibility for Coaching, Onboarding	✓	✓
Omni-Channel Analytics Within CRM	✓	✓

### Service Cloud Voice for Partner Telephony

Telephony and services purchased separately from your preferred partner.

**\$50** USD/user/month\*\* (billed annually)

### Service Cloud Voice with Amazon Connect

Package of services to support agents on the phone.

750 min/mo.

**\$75** USD/user/month\*\* (billed annually)

### Service Cloud Voice with Amazon Connect

Scale your package of services to help agents on the phone.

2,000 min/mo.

**\$125** USD/user/month\*\* (billed annually)

To learn about how to get started with Service Cloud Voice visit

[Salesforce.com/ServiceCloudVoice](https://Salesforce.com/ServiceCloudVoice)

\* Amazon Connect is provided by AWS Inc. and AMCS LLC.  
\*\* This edition requires an annual contract.