



Consilium Software Launches UniAgent™ on Salesforce1 AppExchange, the World's Leading Business Apps Marketplace

Customers can now benefit from improved call management and greater user productivity

SINGAPORE, SINGAPORE, June 3, 2014 /EINPresswire.com/ -- Singapore, India and U.S. – 03 June, 2014 – Consilium Software today announced it has launched UniAgent™ on Salesforce1 AppExchange, empowering businesses to connect with customers, partners and employees in a whole new way. The Consilium UniAgent™ provides pre-packaged integrations between Salesforce and leading contact centre and unified communications platforms. The Consilium UniAgent™ soft phone is embedded within the Salesforce user interface, providing automated workflows, presence-based tools and real-time performance indicators.

Built on the Salesforce1 Customer Platform, the new social, mobile and cloud customer platform built to transform sales, service and marketing apps, Consilium UniAgent™ CTI Connector is currently available on the AppExchange at www.appexchange.com.

Comments on the News

- “This announcement drives us to make further investments to enhance our applications for Salesforce, including creating apps with the Salesforce1 platform. Our goal is to delight our customers with the comprehensive product features of Consilium UniAgent™ and our ability to quickly adapt to meet customer expectations,” said Pramod Ratwani, founder & CEO, Consilium Software.
- “Companies are looking to transform the way they connect with customers, partners and employees to thrive in today’s connected world,” said Ron Huddleston, senior vice president, ISV & Channel, salesforce.com. “By leveraging the power of the Salesforce1 Customer Platform, Consilium Software provides customers with the proven social, mobile and connected cloud technologies to accelerate business success.”

Connect in a Whole New Way with Social, Mobile and Connected Cloud Technologies

Consilium Software, through its UniAgent™ solution, provides Computer Telephony Integration (CTI) and leverages Salesforce's latest Open CTI based product architecture to achieve a robust and easy-to-use product which boosts agent productivity.

With Consilium UniAgent™ on Salesforce1 AppExchange, customers will have quicker access to UniAgent™ all-in-one functionality.

Product Key Features

Consilium UniAgent™ provides users with coordinated data for call answers and call transfers, presence enabled smart click-to-call option, outbound screen pop, besides all the standard call control features. It is compatible with Cisco Unified Contact Center Express (UCCX), Unified Contact Center Enterprise (UCCE) and Cisco Unified Communications Manager (CUCM.)

About the Salesforce1 AppExchange

The Salesforce1 AppExchange is the world's leading business apps marketplace. With more than 2,000 partner apps and 2 million customer installs it is the most comprehensive source of social and mobile cloud apps for business. The Salesforce1 Customer Platform is the new social, mobile and cloud customer platform for building next generation apps, powering Salesforce CRM, and more than 3 million custom apps built by customers and partners. Apps built on the Salesforce1 Platform can be easily distributed and marketed through AppExchange.

Salesforce, Salesforce1, AppExchange and others are among the trademarks of salesforce.com, inc.

About Consilium Software

Consilium Software develops unified communications (UC) software and solutions for enterprises and contact centers. Consilium Software offers a complete solutions platform for unified communications and collaboration with alliance products, Consilium technology powered services and Consilium's proprietary Uni™ suite of products and applications. The Consilium UniCloud™ Service Automation Platform enables easy transition of unified communications and contact center applications to cloud-based delivery. Consilium Software continues to deliver the highest levels of customer satisfaction, ease of use and manageability while bringing down the overall total cost of ownership. Consilium Software is headquartered in Singapore, with software development and engineering labs in India, and subsidiaries and branch offices in Malaysia (Kuala Lumpur), Taiwan (Taipei City), Thailand (Bangkok), Australia (Melbourne) and Canada (Toronto.)

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