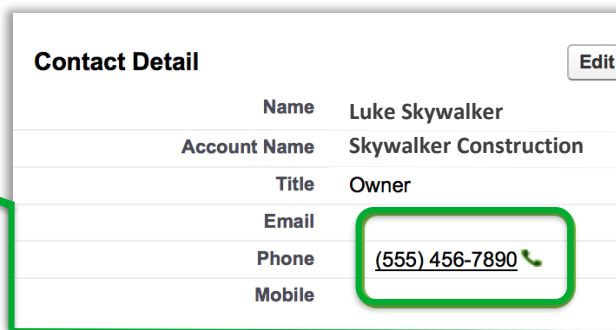




Click to Dial

Wherever there is a phone number with a 📞 icon, click either the phone number or the 📞 icon to automatically place the call.

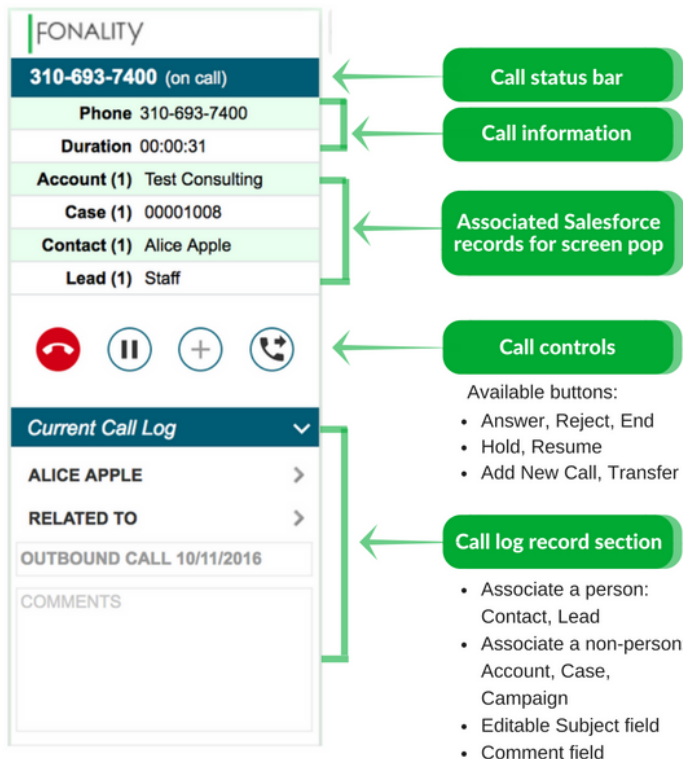


Call Panel

The control panel offers a variety of features and options to help you give each call a personalized touch.

As you transition between call statuses (e.g. answer, hold), the call control buttons' functionalities change to provide relevant action items.

For example, **new call** (+) only becomes active when you place any active calls on hold.

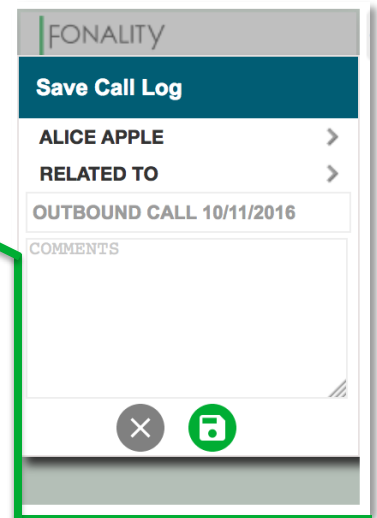


Save Call Log

Once a call is completed, you have the ability to finish your comments directly in the Save Call Log panel.

Also, you still have the opportunity to select the Contact or Lead record to whom you want to associate the call as well as to what record you wish to Relate it.

If you choose not to add comments to the call log, you can click the .



View Call Logs

To see the call details for any call, open a Call Log task record. (For example, in activity history.)

Task
OUTBOUND CALL 10/11/2016

Show Feed

Attachments 0

Back to List: Campaigns

Task Detail Edit Delete Create Follow-Up Task Create Follow-Up Event

Task Information

Subject	OUTBOUND CALL 10/11/2016	Assigned To	Jeff O'Mally
Comments	Notes here	Call Object Identifier	
Due Date	10/11/2016	Phone	(555)555-5555
Priority	Normal	Call Duration	93
Type	Call	Call Type	Outbound
Status	Completed	Call Result	

Related To

Name	Alice Apple	Related To	
------	-------------	------------	--

System Information

Created By	Fonality CRMLink Product, 10/11/2016 10:58 AM	Last Modified By	Fonality CRMLink Product, 10/12/2016 2:24 PM
------------	---	------------------	--

Additional Resources

Armed with this Quick Start Guide, you're all set to get start using Fonality Salesforce Integration. But there's so much more! Here are additional tools to help you get the most out of your Fonality phone system:

- 1 Fonality Academy**
Click [here](#) to explore and register for live online training including FA101 New User Training and FA201 Advanced User Training. Training is also available for Administrators and Partners!
- 2 Get Support**
Visit fonality.com/support for how-to videos, downloads, or start a chat with a member of our support team. For 24/7 phone support, call 866-FONALITY (866-366-2548).