



“Ribbit for Salesforce automatically attaches messages to contacts, making things easier.”

— Lloyd Fremed, General Manager, Fremco LLC, Xerox Scan and Print

“We rely on Ribbit to deliver voice messages as text attached to Salesforce.com contacts, in email, and on our phones. With Ribbit, we record voice messages as text for easy forwarding and for discreet retrieval, even while we’re in meetings. It’s great to have messages automatically attached to contacts within Salesforce.com. Thanks Ribbit!”

Lloyd Fremed, General Manager,
Fremco LLC, Xerox Scan And Print



Challenge

Xerox relied on Salesforce.com to document all activity. They needed a way to attach voicemail messages to contacts as tasks in order to take proper action and ensure detailed account management. Also had multiple voicemails requiring retrieval by phone, a time consuming effort creating time lag. This affected responsiveness to customers and sales opportunities.

Solution

- Ribbit for Salesforce with text transcription.
- Installed in 10 minutes with a single call to Ribbit for support.
- Currently has 9 SF users and should increase to 15 by end of year.
- Used the talent and resources of Applied Concepts, Inc. as Salesforce.com consulting partner for implementation and training.

Results

- Can now attach every voicemail message to a contact, account or opportunity for a 100% complete and accurate record of all of our correspondence.
- Can view voicemail as text or listen to it from Salesforce.com home page as well as in email inbox and our mobile phones, which saves hours per week in recording and retrieving client information.