



## **PanTerra Networks Expands Third-Party Vendor Interoperability with Salesforce, Dropbox and Box Service Capabilities**

*Interoperability Streamlines Integration of External Services into the Company's SmartBox and WorldSmart Cloud UC Solutions*

**SANTA CLARA, Calif. – Oct. 7, 2014** – [PanTerra Networks](#), the leading provider of unified cloud services for mid-market enterprises, today announced that it has expanded its WorldSmart™ and SmartBox™ cloud services to include interoperability with Salesforce, Dropbox and Box. The new Salesforce cloud connector seamlessly connects PanTerra Networks' CloudUC communications infrastructure to Salesforce CRM for faster response and streamlined workflow. In addition, SmartBox's interoperability with Dropbox and Box provides an efficient method for customers to transfer files from one account to another by replicating all content on either platform automatically into a SmartBox account. The interoperability features are simple to implement and increase user functionality with services offered by third-party vendors.

"PanTerra Networks has always had a user-friendly interface," said Bill Sutherland, president and CEO, Sutherland Networks. "With the addition of Salesforce, Dropbox and Box interoperability, it has made its platform even more appealing. Now when we go into a company that already has any of these technologies deployed, concerns over additional costs or challenges of complex migration or integration are eliminated."

### **Salesforce Cloud Connector**

PanTerra's Salesforce interoperability includes a new cloud connector to Salesforce. The new connector enables end users to accurately record Call Detail Record (CDR) data from in-bound and out-bound calls directly into their Salesforce account. In addition, the new Salesforce connector creates a seamless connection between call centers and an agent's desk phone or integrated softphone to Salesforce. This service automates the data recording process, eliminating the need to manually enter data and resulting in time and cost savings and higher productivity.

### **DropBox and Box Replicator**

The interoperability with Dropbox and Box provides a convenient and automated way to migrate user content to SmartBox. Customers now can successfully transfer their data from their Dropbox and Box accounts without manually recreating their directory structure, downloading their data and re-uploading it into SmartBox. This "service-to-service" capability means the content is copied directly from Dropbox and Box without any impact on the customer's bandwidth. The Dropbox and Box replicator service runs in the background and sends a notification to the user when the replication is complete.

### **Availability and Pricing**

Salesforce, Dropbox and Box interoperability features are immediately available for SmartBox and WorldSmart CloudUC customers. Licenses are immediately available through PanTerra Networks directly



or through a participating PanTerra partner. To try a free version of SmartBox or to start a free 14-day trial click [here](#).

### **About PanTerra Networks**

PanTerra Networks is a unified cloud service provider, delivering WorldSmart, its family of secure, ultra-reliable, future-proof unified cloud services. WorldSmart includes SmartBox, the world's first file sharing service that communicates. It also includes CloudUC, a complete unified communications service that can upgrade and replace an enterprise's existing communications infrastructure with a next-generation cloud-based communications service. With PanTerra's unified cloud service solution, enterprises gain the highest levels of security, scalability, reliability, availability, quality of service, service level agreement and support available while significantly lowering their total cost of operations and IT administration complexities. PanTerra Networks solutions are available through a global network of channel partners. For more information, call us at 1.800.805.0558 or visit [www.panterranetworks.com](http://www.panterranetworks.com).

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Media Contact  
Justin Gillespie  
Trainer Communications  
(925) 271-8215  
[panterra@trainercomm.com](mailto:panterra@trainercomm.com)