

LiveOffice provides a complete view of emails, attachments and Chatter posts in Salesforce.com



Introducing Two New Apps for Salesforce

LiveOffice has released two powerful new apps on AppExchange that address several common challenges faced by enterprises using Salesforce.com. These solutions provide a complete email history (without user intervention or plug-ins) and satisfy compliance requirements associated with Chatter:

- **LiveOffice Outlook Email Connector for Salesforce** provides a complete view of all your email, attachments and Chatter posts associated with an Account, Contact, Lead or Opportunity in Salesforce.com
- **LiveOffice Archive for Chatter** is the first cloud-based archiving service that captures Chatter communications in a central, searchable repository alongside other electronic communications for compliance, e-discovery and corporate governance considerations

LiveOffice Outlook Email Connector for Salesforce

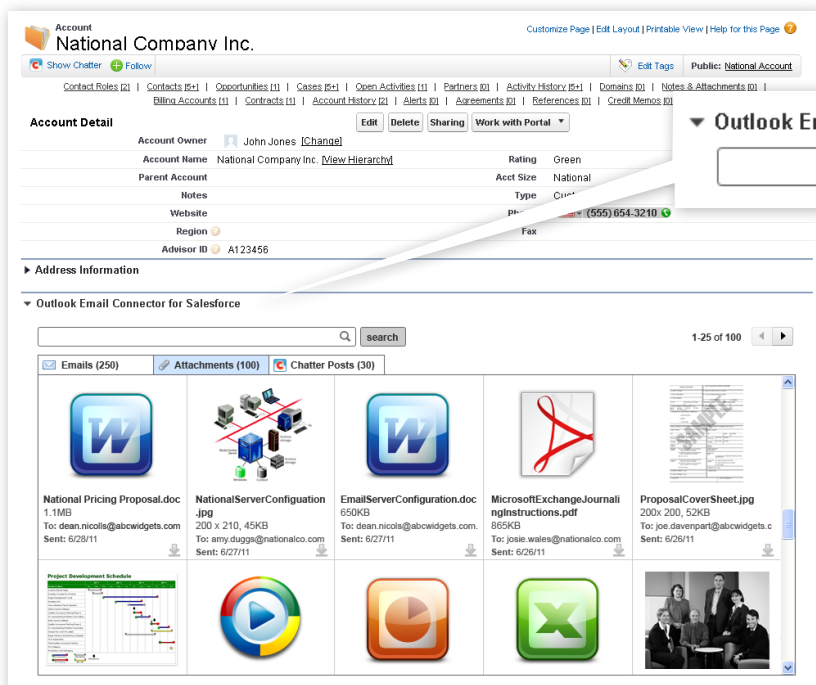
One of the most popular areas for Salesforce integration is with Microsoft Outlook®. The key reason to create integrations between Outlook (or Lotus Notes) and your CRM system is to ensure that Account-, Contact-, Lead- and Opportunity-specific data in Outlook (which is generally visible only to the owner of the Outlook account) is reflected in the company CRM system. However, there are a number of drawbacks with traditional Outlook plug ins:

- Too time consuming to log and sync emails in Outlook with Salesforce contacts
- Too difficult to find specific attachments, like RFPs or quotes, in Salesforce
- Too difficult to deploy and properly configure many Outlook plug ins
- Too expensive to manage Salesforce storage limits

Benefits

LiveOffice's Outlook Email Connector for Salesforce is a powerful solution for viewing and searching your entire email history directly in Salesforce. It allows you to capture 100 percent of your emails, attachments and Chatter posts with:

- **No User Syncs:** Automate logging of all messages, attachments and Chatter posts
- **No Plug Ins:** Eliminate management headaches
- **No Storage Fees:** Reduce costs with unlimited storage



Outlook Email Connector for Salesforce

LiveOffice Outlook Email Connector for Salesforce provides built-in search functionality that lets you:

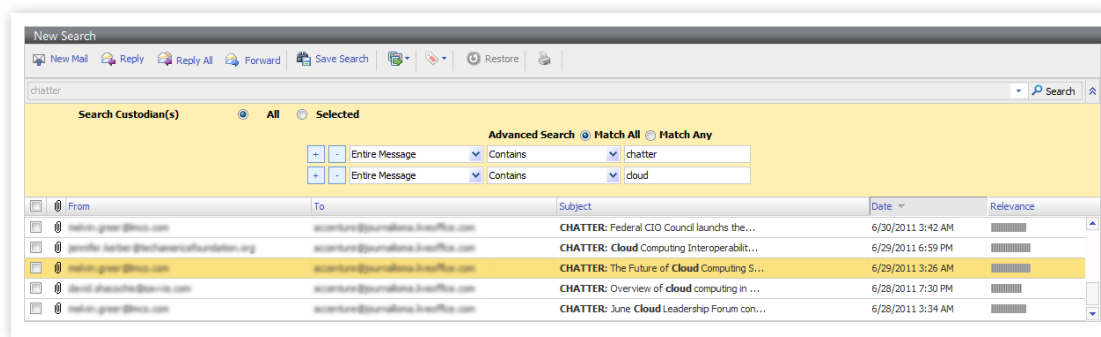
- Quickly find emails of interest based on keywords or key phrases
- Search the contents of attachments (e.g., quotes, RFPs, etc.) for specific terms
- Generate search results in seconds (even when you have thousands of emails)

Use LiveOffice Outlook Email Connector for Salesforce to quickly and easily review all related email attachments directly in Salesforce.com.

LiveOffice Archive for Chatter

LiveOffice Archive for Chatter is the first cloud-based archiving service that captures Chatter communications in a central, searchable repository alongside other electronic communications, such as email and instant messages. The fully integrated solution helps you:

- **Ensure Chatter Compliance:** Automatically capture all Chatter posts, comments, links and files in an online archive
- **Keep Chatter Clean:** Get automatic alerts and flag potentially harmful posts and files
- **Make Chatter Discoverable:** Apply legal holds, run real-time searches for policy violations and enforce compliance rules



Conduct an advanced search of Chatter posts in the archive to quickly locate content relevant to an audit or investigation.

About LiveOffice

As the leading global provider of cloud-based archiving and search solutions, LiveOffice manages billions of objects and petabytes of data for more than 18,000 clients across more than 50 countries on six continents. The company helps its enterprise clients extract the full value of email by offloading storage, streamlining legal discovery, meeting compliance requirements and integrating with core business applications (e.g., Salesforce.com) to get a complete view of their businesses. In the process, clients can better cope with email overload, as LiveOffice changes the perception of email as a “necessary evil” to a searchable and dynamic repository of business intelligence.