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Mimecast for Salesforce.com
Access Your Mimecast Cloud Archive Within Salesforce.com CRM

Organizations of all sizes rely on Salesforce.com CRM to streamline contact management, sales management, workflows, and other processes related to prospects, leads, and customers.

The Mimecast Cloud Archive provides a valuable repository of unstructured data – including email messages and attachments – that make an ideal complement to the capabilities and resources native to Salesforce.com.

Mimecast for Salesforce.com is a free application that lets CRM users instantly access archived data, with granular search filters, and a time-saving Search Widget, all without leaving the Salesforce.com console. By integrating Mimecast Cloud Archive access and functionality with Salesforce.com, the app can help organizations drive maximum CRM efficiency and productivity.

Role-based Access

The Mimecast for Salesforce.com app is available in three versions: Admin Only, All Users, and Profile-Specific. Each version provides its users with access and privileges tailored to their needs and responsibility sets. This gives organizations virtually limitless flexibility to extend the app's benefits across different Salesforce.com users without compromising security or control.

Powerful, Granular Search Tools

To serve a diverse range of CRM use cases and user preferences, Mimecast for Salesforce.com supports simple keyword-based searches, contact-based searches, and account-based searches. The app also lets users filter search results by subject, date, time, and the presence of attachments. These search and filtering tools simplify the task of pinpointing specific messages or attachments irrespective of archive size. Users can easily access attachments relevant to the contact or to the account through a file download dialogue.

KEY FEATURES:

- Access Cloud Archive data and search tools directly within Salesforce.com CRM
- Get email, attachments, and other search results within seconds
- Zero in on specific data relevant to your contact or account
- Maintain complete control of archive data through role-based access and two-step authentication
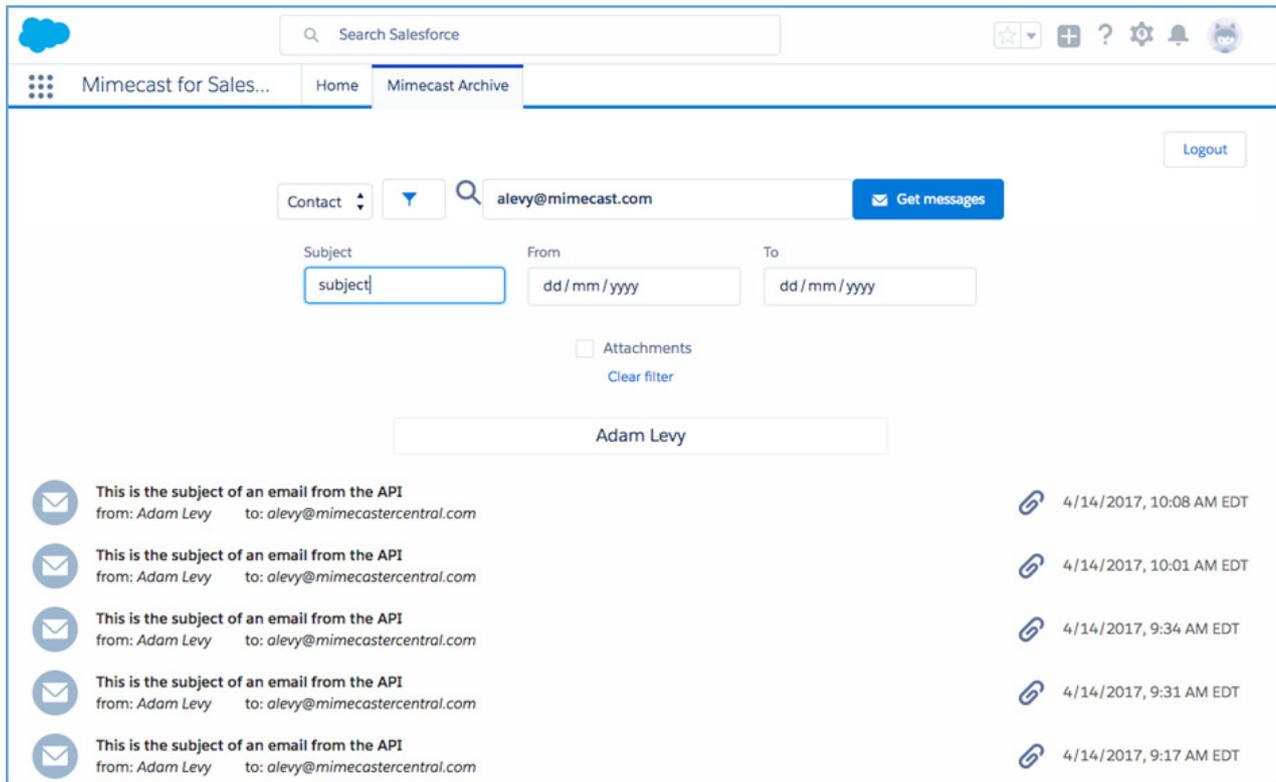
BENEFITS AT A GLANCE:

- Increased efficiency and productivity
- Improved decision support
- Enhanced ROI for both CRM and archive resources
- Cloud-to-cloud architecture; no hardware or software to manage

Context-Responsive Search Widget

Users also have the option to add Search Widgets to their Salesforce.com console. Mimecast for Salesforce.com offers two Search Widgets. A **Contact Search Widget** automatically display all messages between the user and the contact displayed in the CRM record. An **Account Search Widget** displays all messages between the user and all contacts with email addresses in account's web domain, extremely useful if a complete account perspective is required

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Mimecast for Salesforce.com Search Tool

Only with Mimecast – the Power of Mime|OS

Beyond simplifying access to archive information during CRM operations, Mimecast for Salesforce.com demonstrates the ease by which the Mimecast operating system, Mime|OS, enables integration with a variety of platforms, from Professional Services Automation to Artificial Intelligence systems. Built on a multiproduct, microservices architecture, Mime|OS gives developers the ability to make API calls on any combination of archive, security, or continuity functions. This simplifies integration with both upstream and downstream applications. Easy integration in turn delivers long-term business value by giving organizations unparalleled agility to adjust to shifting market and technology landscapes.

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