

FAQ: 6sense Sales Intelligence Integration within Outreach User Interface

The following FAQs will walk you through the 6sense Sales Intelligence integration with Outreach, and the features available.

Q: How does 6sense Sales Intelligence help prospecting teams?

A: 6sense Sales Intelligence helps prospecting teams in multiple ways. It all starts from the point of deciding what account to engage with, up to providing them with insights on the account and person level, predictions, and recommendations that can be used on personalizing their reach and taking the deal forward on the right track to a winning opportunity.

Q: How is 6sense Sales Intelligence integrated with the Outreach Interface?

A: Sales Intelligence is integrated with the Outreach Interface in 3 ways:

1. New **6sense** tab on the Account page.
2. New **6sense** tab on the Prospect page.
3. 6sense Dashboards as a full-page, which can be accessed from the left navbar.

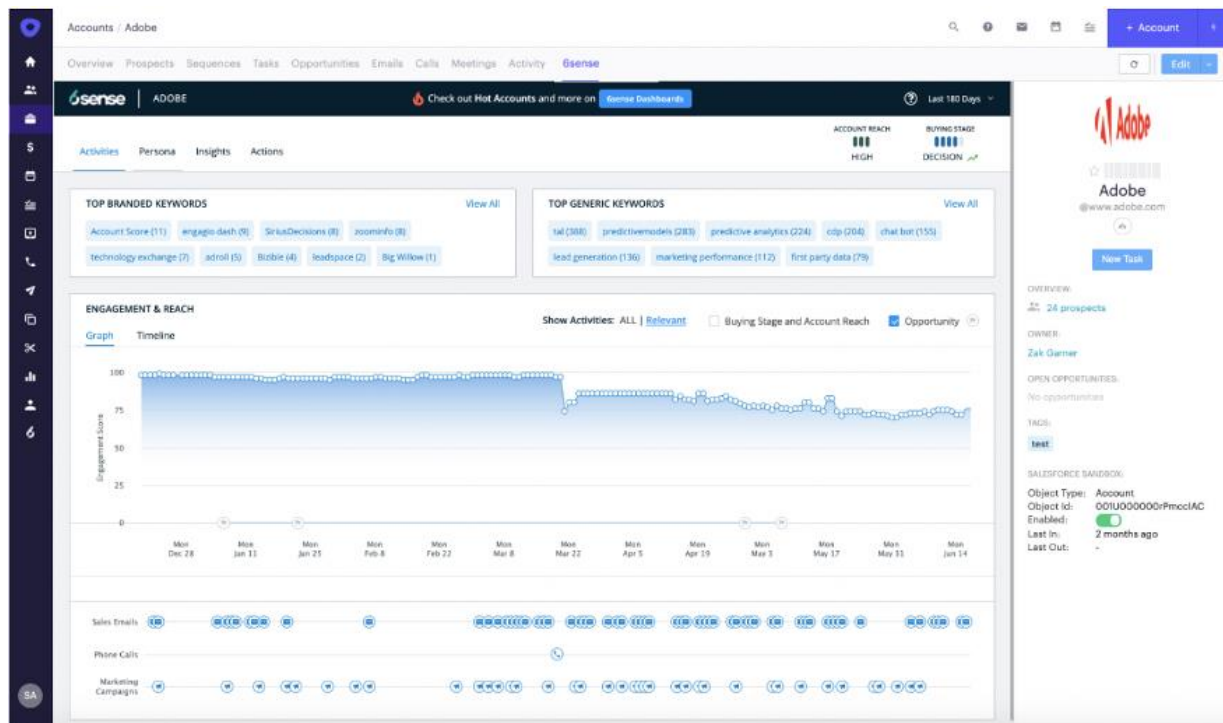
Q: Is it possible to integrate 6sense with Outreach without the Salesforce iFrame?

A: Yes, Sales Intelligence can be embedded in Outreach without being embedded in Salesforce.

However, there is a button at the bottom right "View on Sales Intelligence", which takes users to that account/prospect's page on Salesforce to show the full iFrame within Salesforce. This functionality will not work as expected if the iFrame is not embedded in Salesforce.

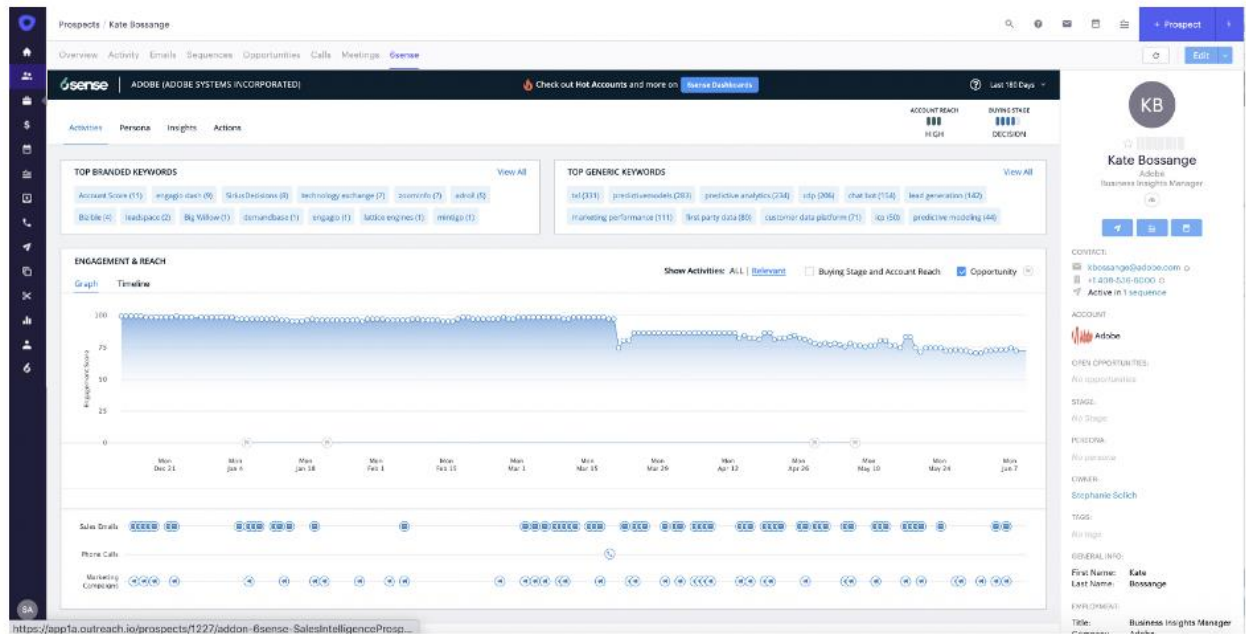
Q: What insights are available from 6sense on Outreach's Account page?

A: Full 6sense Sales Intelligence iFrame for the selected account will be accessible on the new 6sense tab.



Q: What insights are available from 6sense on Outreach's Prospect page?

A: Full 6sense Sales Intelligence iFrame for the selected account will be accessible on the new 6sense tab.

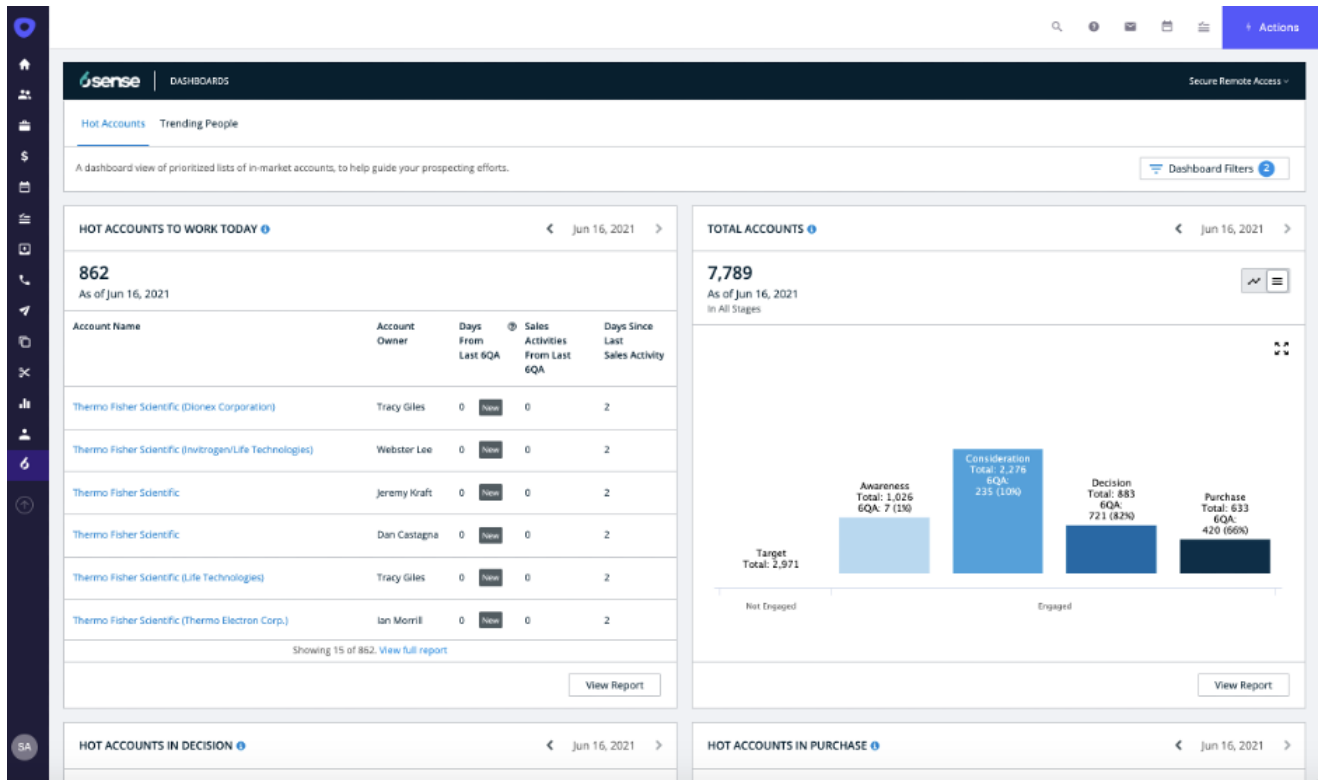


Q: What insights are available on 6sense Dashboards?

A: Dashboards can help you decide which accounts or people to engage with from the listed accounts available to you.

Q: How can I access 6sense Dashboards inside the Outreach interface?

A: 6sense Dashboards can be accessed from the 6sense option on the left Nav bar.



Q: Will the 6sense data now be available to pull in Outreach reporting and sequences without using our orchestration plays?

A: No. The insights are available on the iFrame and not pushed to Outreach.

Q: Are Sales Usage and interactions from the Outreach iFrame included on the ABM platform reports?

A: Yes. Sales Usage and Interactions from 6sense Outreach integration are included in the Administrative Reports available on the ABM platform. Users who click or scroll within the 6sense iFrame are counted as active users. Users are not counted by 6sense if they do not click or scroll.

Q: How can the 6sense Sales Intelligence iFrame be added to the Outreach interface?

A: Outreach admins can turn on and include the 6sense Sales Intelligence iFrame on the list of integrations available. (For more information, Outreach admins should refer to [Integrating 6sense within the Outreach User Interface.](#))

Q: Who has access to turn on Sales Intelligence Integration within the Outreach interface?

A: Only 6sense Advanced Customers with Sales Intelligence can enable 6sense as an integration option.

Q: Why can't I see any data in the 6sense panel on some of the account/prospect pages and it says "No data is available..."?

A: 6sense can only provide insights for accounts and people synced from Salesforce. For Accounts and People from other sources, a message will be displayed saying “No data available... “

