

Telephone Integration

for Microsoft Dynamics 365



Telephone Integration connects your phone system (TAPI, Skype, RingCentral, Lync/Skype for Business, ect.) with Microsoft Dynamics 365. The addon offers a „Click-to-Dial“-functionality for outgoing calls and various options for incoming calls. Additional features like Power-Dialing or a Chat-Integration complete the overall CTI-package.

The main user interface - „Balloon“

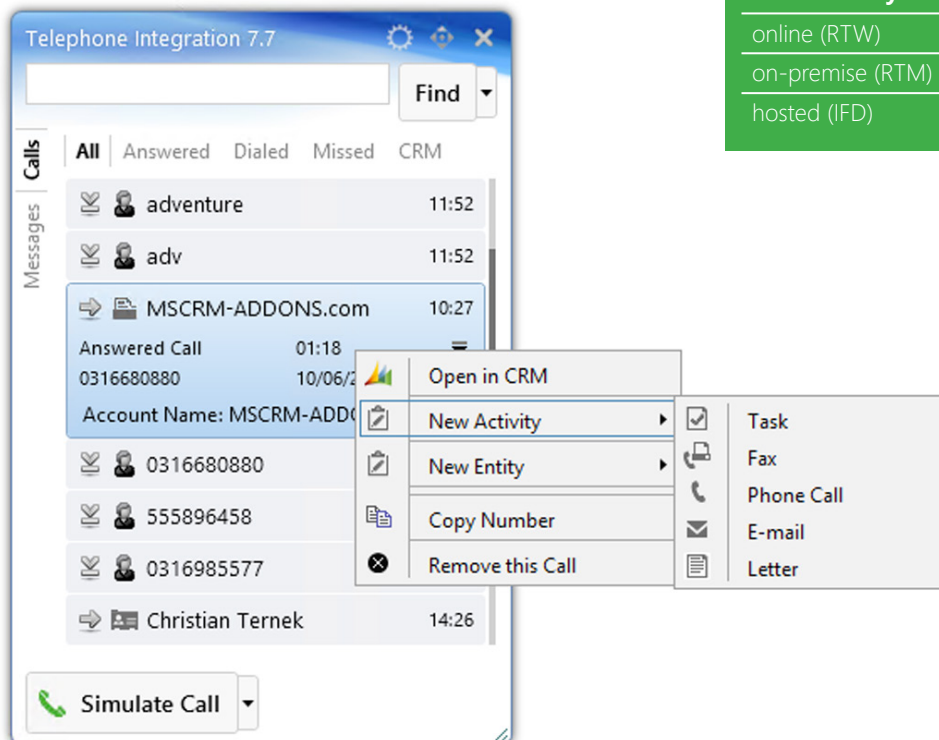
- Call-boxes for all calls with detailed information
- Context-Menu options (Dynamics 365-actions) like open/create Dynamics 365 records or activities
- Integrated „Dynamics 365-Search“

Handling phone calls (incoming and outgoing)

- Act on incoming and initiate outgoing calls
- Click-to-Dial functionality inside the Dynamics 365 commandbar

Additional Features

- Lync chat integration (connect messages with Dynamics 365 records)
- Power-Dialer (based on campaign activities)
- History - Analyze and improve calling times inside Dynamics 365
- Call from related records



Microsoft Dynamics	365 v9	365 v8	2015/2016
online (RTW)	✓	✓	✓
on-premise (RTM)		✓	✓
hosted (IFD)		✓	✓

Pricing

	Price	Support & Maint *
TI-Client CAL	120 €	28 €

*Support & Maint for the first year included and after first year optional.



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