

# Telephone Integration

All-in-one call solution for Dynamics 365 & Power Apps



## Automatic Caller Recognition

After identifying a call, our CTI system will retrieve data from Dynamics 365 and shows associated details about the caller.



## Screen Pops enhance productivity

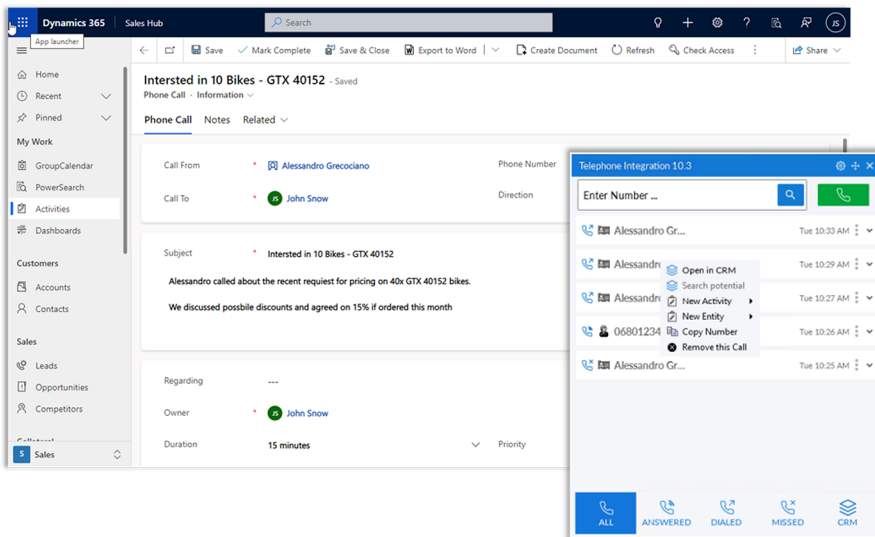
You can set up Dynamics 365 to automatically display relevant phone call activities and records when you receive or make a call.



## Maintain data consistency

Via automated capturing of phone call activities and detailed call information (caller-ids, time, duration, and more)

Connect your telephone system to Dynamics 365



## Supported phone systems

SIP-Phones, Cisco, Avaya, Siemens, Alcatel, Shortel, Asterisk, RingCentral, NumberVOIP and most other phone system manufacturers are supported natively or via CTI.



Is my phone system supported? Try our free Phone Test Tool!

Get in touch



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### Click-2-Dial

With Click-2-Dial, calling prospects and customers has never been easier. In Dynamics 365, this feature is conveniently located next to any phone number field, accessible from both the search and CommandBar.



### Balloon

Our calling feature revolutionizes the way you communicate with your customers, providing an effortless and streamlined experience. Say goodbye to clunky, complicated interfaces and hello to intuitive calling that anyone can use.



### Integrated Search

You can quickly and easily search Dynamics 365 without ever leaving your current screen. This keeps you focused and improves your workflow efficiency.



### Automatic Activity Creation

Keep track of every important phone call effortlessly with our automatic activity creation and saving feature. This ensures that all of your data is securely recorded and stored within Dynamics 365, providing a seamless experience.



### Power Dialer

Boost your campaign success rates with our Power Dialer feature. With advanced call queue technology that's semi-automated, you can maximize productivity and streamline your calling process based on campaign activities.



### Call Statistics

Gain valuable insights into the performance of your sales and service teams with our advanced calling time analysis feature. You can easily track and optimize your team's performance, identify areas for improvement, and take your business to the next level.



**START YOUR 14-DAYS FREE TRIAL!**

All features and support included



“This solution is easy to manage and to deploy and to use with different CE Apps / Unified Interfaces. The support team is very responsive and help in any case. Not yet tried to connect with best of breed telephone units but the search and response of Dynamics 365 Customer Engagement information is very quick. Good work mscrm-addons Team!”

**Georg B.**, Microsoft AppSource User