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Your company for MS-CRM ADD-ONS!

How to increase your service level activity with  
**TelephoneIntegration for Microsoft Dynamics CRM**

# Telephone Integration

Connect your phone system (s) to Microsoft Dynamics CRM

- Capture & Track phone calls (incoming and outgoing)
  - Create phone call activities, cases, opps...
  - Screen-pops: Know who is calling
- Simplify dialing
  - Click2dial
  - Power-dialing
- Call statistics, Call analysis
  - Utilizing MS Dynamics CRM Dashboards

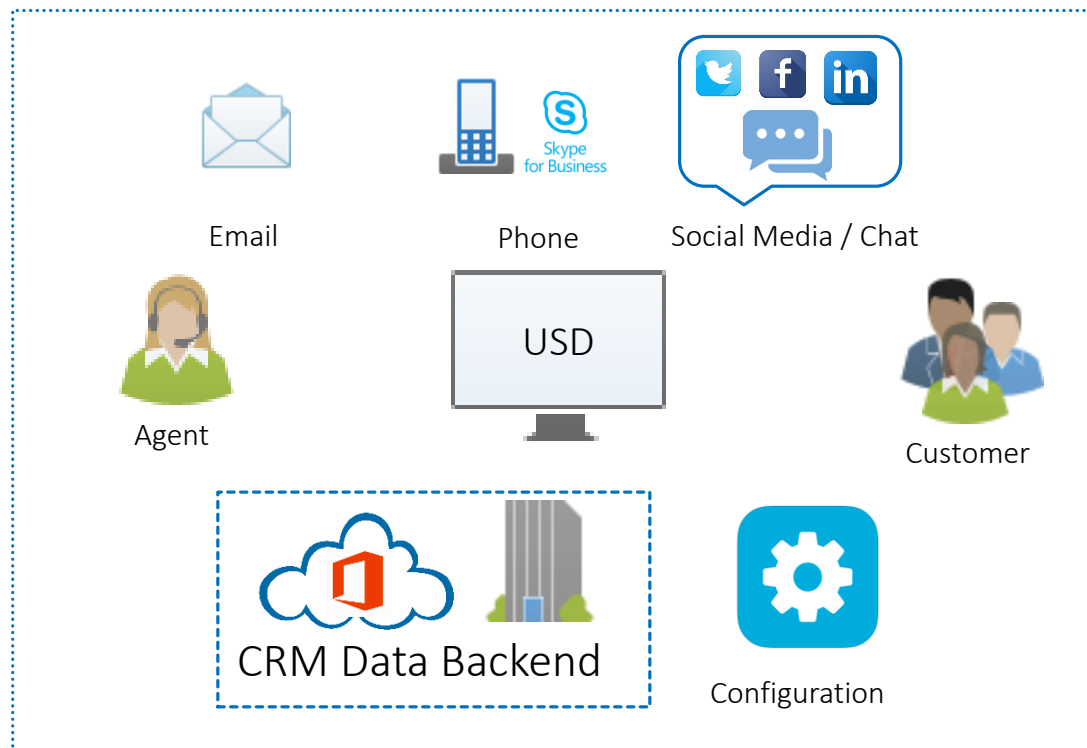


# Unified Service Desk

Bringing information and resources together!

Configure a powerful agent application:

- Unified view of customer data out of CRM (activities, cases, contacts,...)
- Efficient phone, email, chat, social media support



# Telephone Integration

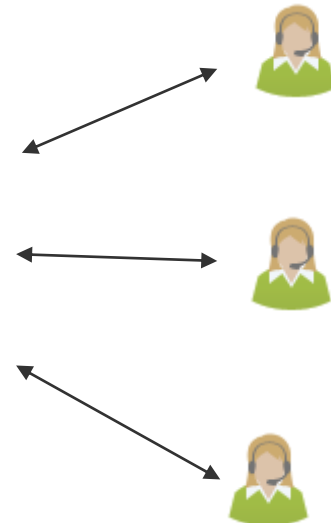
## Useful features for working services

- 1) Instant creation of new cases
- 2) Perform outgoing calls from the case entity (Call from related)
- 3) Power-dialing:
  - Manage and configure dialing lists
  - Powerful workspace for efficient calling



### Call-lists defined in CRM

- ☎ Follow up calls on open tickets
- ☎ Call key customers
- ☎ New support ticket – Introduction Calls
- ☎ ....



# Demo

## Step-By-Step Setup from appsource

### Using our CTI within the Unified Service Desk

- How it works
- Configurability

### Call features

- Call from Related (direct calling from a Case)
- Auto-Creating cases on incoming calls

### Power-Dialing

- Setup a follow-up call for support tickets with no response
- Working the list

# Thank You

Feel free to join our upcoming Webinars!

<http://www.mscrm-addons.com/Support/Webinars.aspx>


## Resources:

- You can find us on the web at <http://www.mscrm-addons.com>
- Help-Center (Live-Chat, Support): <http://www.mscrm-addons.com/Support.aspx>
- Don't forget we have an awesome blog at <http://blogs.mscrm-addons.com/>, you'll find it to be a helpful resource!

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