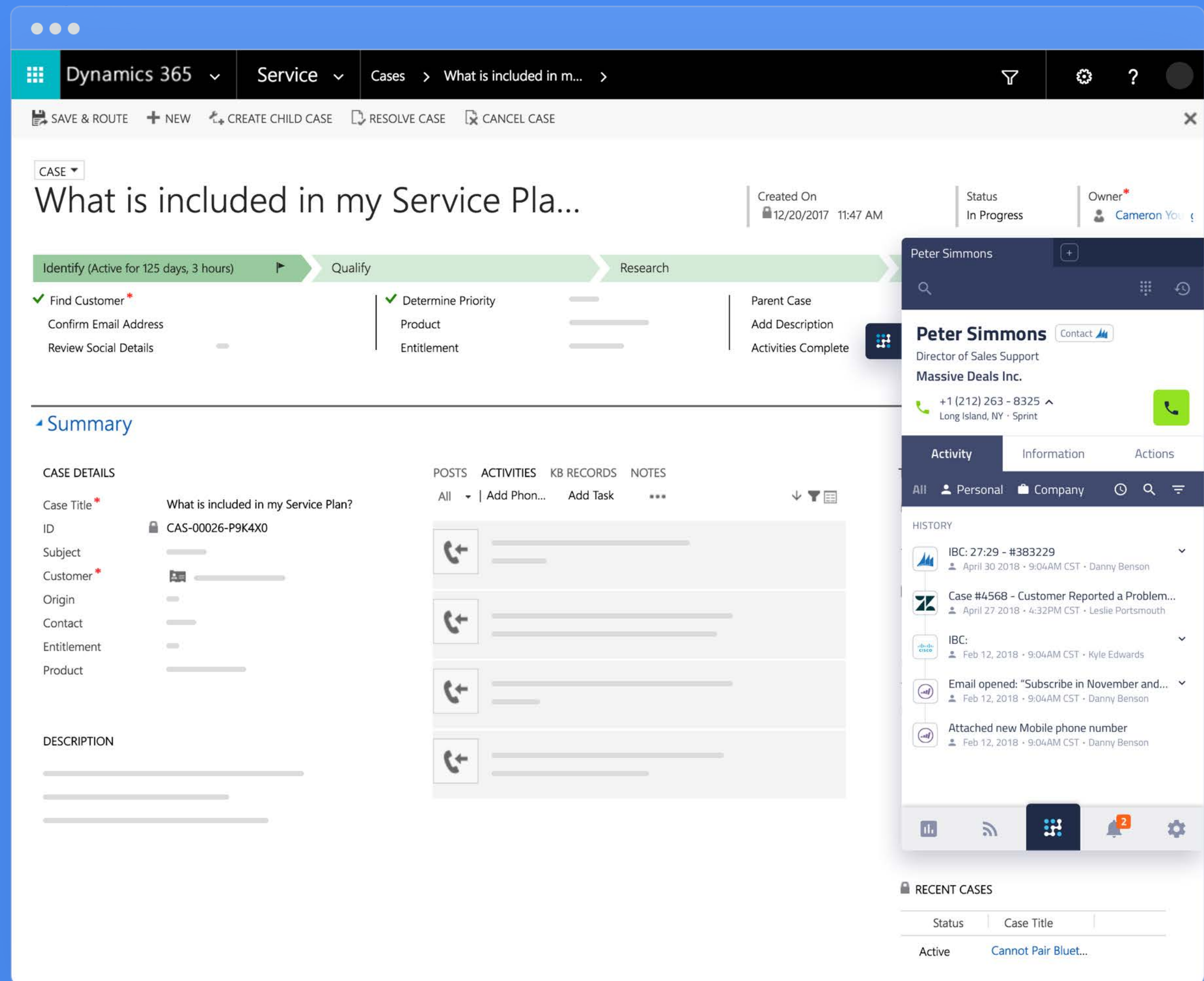




Capture 100% of customer conversations into Microsoft Dynamics with Tenfold

Sales, Service & Support leaders tasked with driving adoption of Microsoft Dynamics within their organizations know one thing – **Tenfold makes it better**. To get the highest value from their CRM platform, they trust Tenfold to increase productivity, improve workflow and increase data capture across their sales and service teams.

- ✓ Automatically capture all phone calls to Dynamics - no manual effort required - to ensure complete, accurate customer data and reporting
- ✓ Empower your team to have better customer conversations by auto-surfacing all relevant context at the point of interaction
- ✓ Dramatically streamline workflow, saving each rep hours of admin work each week
- ✓ Easily integrates with all major communication systems including Cisco, Avaya, Genesys, and Skype for Business



Tenfold makes the Dynamics experience even better

Tenfold enhances the Microsoft Dynamics user experience, simplifying your team’s tasks by seamlessly integrating your voice-based communication platforms (major phone systems & mobile devices) with Dynamics to instantly deliver a single, complete view of a customer’s relevant data.

All in real time at the crucial moment of customer interaction. No searching. No delays. No frustration. No unnecessary logging of call activity. Just your team engaging with customers in the most effective way.



Improve your Sales, Service & Support Teams

Your sales, service & support teams interact with your customers at the most crucial stages of the customer journey.

They are the human connection to your business. Optimizing their Microsoft Dynamics experience with Tenfold puts contextual customer information right at their fingertips, thus improving every real-time customer interaction. At the same time, you gain the confidence that critical customer interaction data is fully captured within Dynamics, without increasing their administrative burden of your team.

Tenfold is ranked number #1 in customer reviews



4.5 Stars



9.6 out of 10



5 Stars

The Tenfold Advantage



Capture high-integrity data

Tenfold delivers more reliable data into Microsoft Dynamics through machine capture of all voice-based customer interactions. Removing the reliance on humans to log the details of these interactions increases the volume and integrity of the data needed to properly tune Artificial Intelligence (AI) applications.



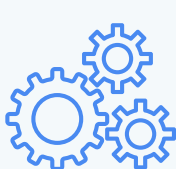
Increase productivity

The average customer-facing employee spends 20-30% of their day performing administrative tasks, made worse by legacy data silos and inefficient processes. Not in our world. On average, organizations using Tenfold report staff productivity increases of 20% or more.



Improve customer experience

Customers expect your front-line employees to be situationally-aware at the moment of interaction. When you arm your team with customer-specific data, in context and in real-time, this measurable improvement in the customer experience directly impacts the bottom line, as well as your company's reputation.



Use your existing infrastructure

No one likes traditional "rip and replace" IT projects, including us. Tenfold makes it simple. Our integration framework means there is no new IT infrastructure to procure, install or manage. We've built our platform to maximize configuration with your existing IT stack. Best of all, there is virtually no behavior change required of your front line employees.

My sincerest appreciation to Tenfold team members for helping with the implementation and for being committed to success from start to end. This project is an epitome of your personal commitment and dedication. This project lays a strong foundation for all the exceptional customer experiences we can deliver down the road. So, THANK YOU!!!

Anand Gurunathan
Director, Customer Experience



Customer Success



Adobe's biggest challenge was simple – they didn't have reliable customer data in Microsoft Dynamics which caused a measurable drop in agent productivity.

Within six months of their Tenfold deployment, Adobe saved on average 87 seconds per call, per agent.

This served as the fuel needed to ignite their contact center productivity. Adobe fully deployed Tenfold across six global locations in less than two months.



Tarun Gupta
CTI Manager

Companies that leverage Tenfold and Microsoft Dynamics

