



Click-to-Call

Free PBX Phone + Microsoft CRM Integration Solution

About

WaveAccess is a results focused software development company that provides high quality software outsourcing services to hundreds of emerging and established companies globally. We use our technical expertise to increase business efficiencies, optimize slow or unreliable systems, recover projects that have gone off track and bring ambitious ideas to life.

18

years of delivering
successful outcomes
for customers

300+

talented & passionate
professionals
in 4 countries

4

global R&D centers
and almost any
technology

16+

industries from banking
to healthcare use
our solutions

280+

successful projects
delivered and counting

96%

customer
satisfaction index

Awards and Recognitions

Silver
**Microsoft
Partner**

**Microsoft
Partner**


2018 Partner of the Year
Artificial Intelligence Award

2017 Partner of the Year
Business Analytics Award



Microsoft
Partner Network

WORLDWIDE
**DYNAMICS PARTNER
OF THE YEAR**

2009, 2010, 2011 & 2016



SCI-TECH AWARDS
(ACADEMY OF MOTION PICTURE
ARTS AND SCIENCES)



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Crossing the gap

One more window to watch, one more system to explore, one more click to make – too much or just enough?

The world is trying to simplify everything; one-click orders, one-touch payments, integrated systems.

But everyone who uses Microsoft Dynamics CRM for Service, Sales and Marketing have to communicate with their clients using an independent phone system.

At Waveaccess, we noticed a gap in our clients' business flow and we offered an easy-to-use solution.

To achieve a perfect understanding with your customers during a call, it is essential that the Phone System and the customer management system (CRM) be **in sync**.

Businessflow BEFORE Waveaccess Integration Solution

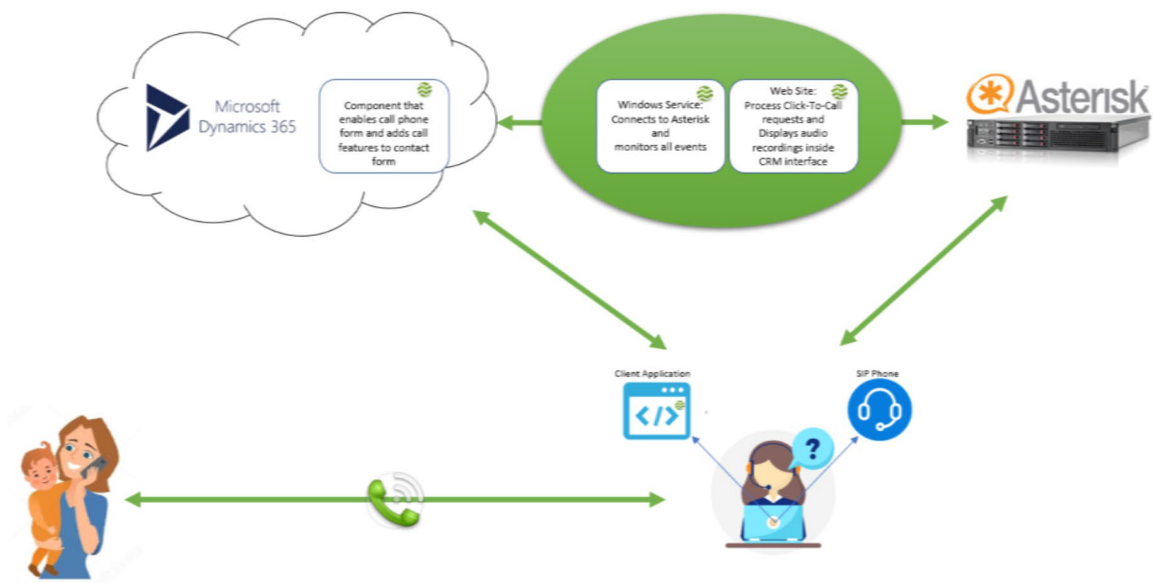


Businessflow AFTER Waveaccess Integration Solution



Click-to-Call Integration Solution by Waveaccess

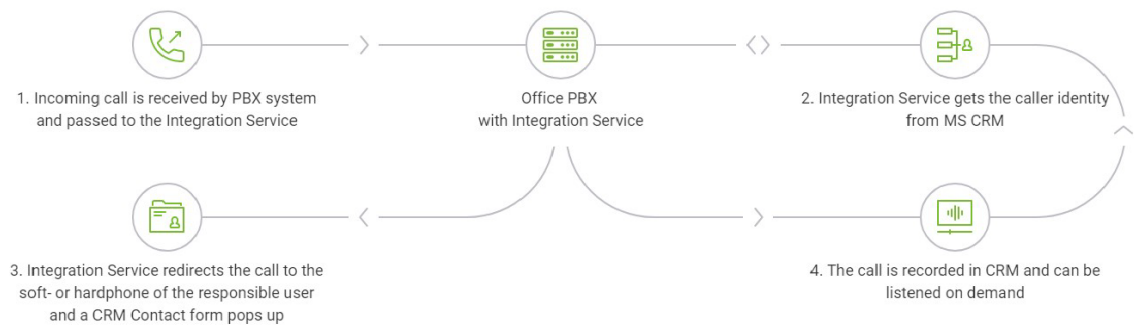
We offer an integration solution for your free PBX phone system and Microsoft Dynamics CRM.



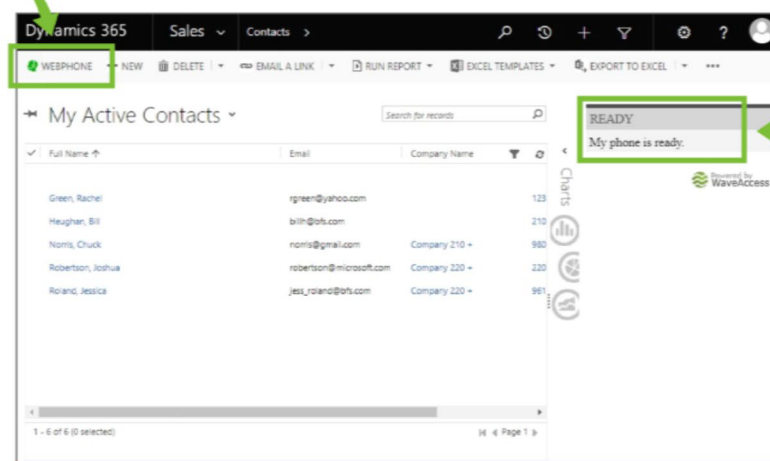
Our Click-to-Call Integration solution consists of 4 components:

- **Asterisk Integration Managed solution:**
enables a phone call form, and adds call features to the contact form.
- **Waveaccess Integration Service:**
Windows service that connects to AMI (Asterisk Manager Interface – a protocol that communicates with and manages the asterisk server) and monitors all events.
- **Client Application:**
maintains connection with the server through sockets and if an event occurs for a specific client, it sends information for a phone call and contact record.
- **WebSite:**
processes Click-To-Call requests and Displays audio recordings inside the CRM interface.

How does it work?

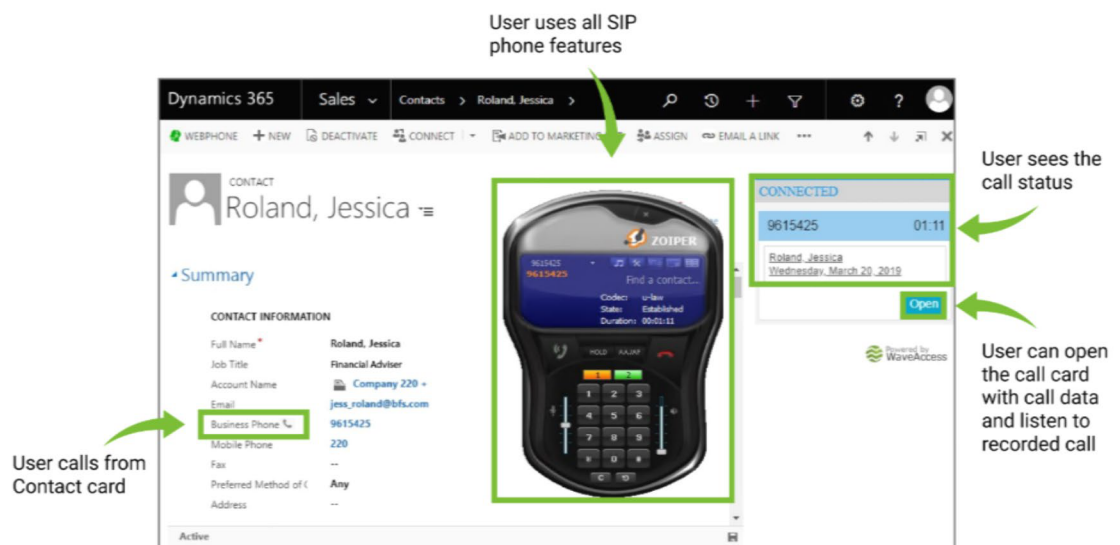


User can use the phone from any CRM page



User sees the phone status on working screen

Fig. 1. New tools are added in MS Dynamics CRM Interface.



User calls from Contact card

User uses all SIP phone features

User sees the call status

User can open the call card with call data and listen to recorded call

Fig. 2. No dialing, one-click calls.

User can listen to call recording using embedded player

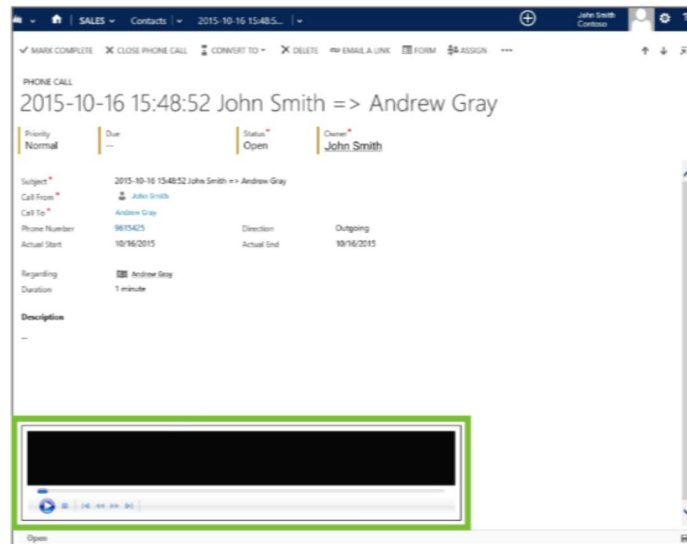
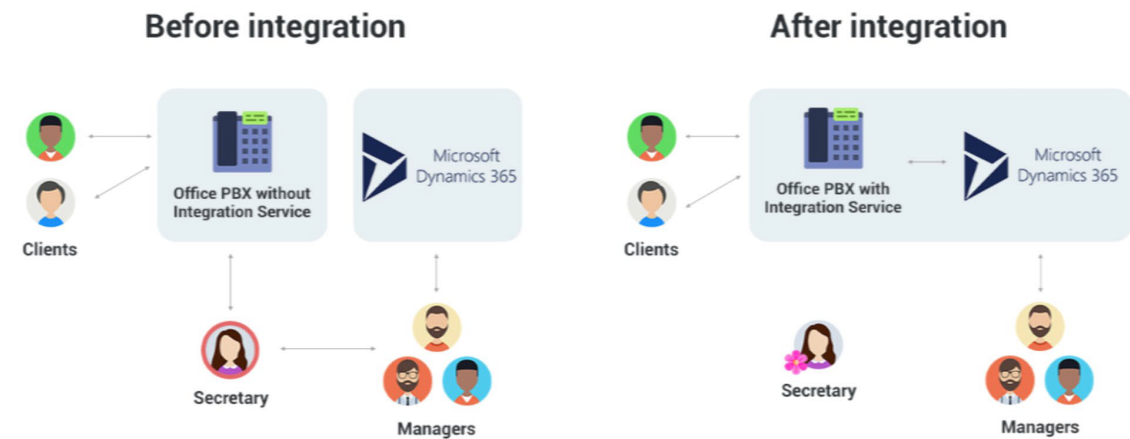


Fig. 3. Call card contains metadata about the call and a link to call recording.

Our solution benefits

Our Click-to-Call Integration solution consists of 4 components:

- **Cost Effective** – a fast start to achieving goals!
- Simple and easy to use! **Zero coding!** With our help at the start, further configuration can be carried out by business users.
- Works for both **cloud-based and in-premise deployments**.



Click-to-Call by Waveaccess key features

Our Click-to-Call Integration solution consists of 4 components:

- Call to your customer directly from Microsoft Dynamics CRM with a single mouse click.
- Automatically forward external phone calls from your customers to the Microsoft Dynamics CRM users assigned to them.
- Pop-up the Microsoft Dynamics CRM form with information about the caller immediately before the call begins.
- Record all phone calls in Microsoft Dynamics CRM and listen to them on demand.
- Add Customer Data (for example, balance) from Microsoft Dynamics CRM to the Asterisk & Elastix menu.
- Fix missed calls in the CRM organization automatically.

System recommendations

At WaveAccess, our professional developers can integrate Microsoft Dynamics CRM (2011–365 / 9.0 online / on-premise) with any TAPI phone systems, including, **but not limited to**, Asterisk and Elastix. For a successful deployment we recommend using landlines capable of making SIP calls (according to SIP protocol standards).

Recommended hardphones

Aastra	Polycom	Grandstream
<ul style="list-style-type: none">— 51i— 53i— 55i— 57i CT— 6757i— 9112i— 9133i— 9480i	<ul style="list-style-type: none">— P 321/331— IP 450— IP 501— IP 550— IP 560— IP 601— IP 650— IP 4000— IP 6000	<ul style="list-style-type: none">— BudgeTone 200— GXP1100— GXP1200— GXP1400— GXP2010— GXP2020— GXP2110— GXP2120

Our solution supports

Our integration solution supports any softphone that complies with SIP protocol and any standalone hardphone device that complies with SIP protocol standards.

Asterisk	Elastix
<ul style="list-style-type: none">— 1.4— 1.6— 1.8	<ul style="list-style-type: none">— 1.6— 2.0— 2.2— 2.3— 2.4

Comprehensive Installation Package

- Fast remote installation.
- Adjustments made by the Waveaccess team.
- Several configuration sessions.
- 5 licenses.
- 12 hours of troubleshooting for connected systems during the first year.
- Free life-long warranty support for our solution.

Licensing policy

Monthly subscriptions and separate license purchase are available. Please contact us hello@wave-access.com for more details.

Installation Notes

Please note that Click-to-Call by Waveaccess works with the next MS Dynamics CRM versions: Microsoft CRM 4.0, Microsoft CRM 2011, Microsoft CRM 2013 Online, Microsoft CRM 2013, Microsoft CRM 2015, Microsoft CRM 2016, Dynamics 365.

To install this application, you will need Global Administrator, System Administrator or System Customizer access. Please refer the Installation Guide for further details.



Does your business require a personalized solution
that integrates a range of systems?

Contact us and get a free discovery session and a project quote.

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www.wave-access.com