Dynamics Telephony

Seamless Dynamics CRM telephony integration for all telephone systems

Microsoft
Dynamics CRM

www.dynamicstelephony.co.uk

DYNAMICS TELEPHONY FEATURES

- INBOUND SCREENPOP BASED ON CALLING NUMBER
- CLICK TO DIAL FROM ANY WHERE IN THE CRM
- PERSONAL CALL-BACK OR GROUP CALL-BACK MANAGEMENT TOOL
- AUTOMATIC LOGGING ON ALL TELE-PHONE ACTIVITY WITH IN THE CRM
- ALL STATISTICS STORED IN DYNAMICS CRM
- A SUITE OF REAL TIME DASHBOARDS TO MONITOR TELEPHONE ACTIVITY
- A SUITE OF REPORTS THAT CAPTURE ALL TELEPHONE ACTIVITY –INBOUND AND OUTBOUND
- CRM EMBEDDED DIALLER FOR OUT-BOUND CAMPAIGNS– INDIVIDUAL OR QUEUE BASED.
- NO SERVER HARDWARE REQUIRED

Dynamics Telephony

Seamless integration to any telephone system:

Microsoft Dynamics CRM

Skype for Business · CISCO · ShoreTel · Asterisk · Vonage · Mitel · 8x8 Global Cloud Communications · AVAYA · broadsoft · RingCentral

Supported platforms: CRM 2011 up to CRM 2016 - Online, On Premise and Hosted

Flexible solutions for your business needs

As consumer expectations for service rise, call center agents are arming themselves with tools that can help them better meet the needs of their customers.

With Dynamics Telephony call center agents can make and receive calls from their computer with just a click of a mouse. Additionally, with call controls embedded in the CRM browser (i.e., answer, hang up, transfer, hold etc.), call center agents never have to go back and forth between their call center software and desk phone when handling calls. They have advanced call control functionality right where it should be – alongside the information that is fueling their conversation with the caller.

Dynamics Telephony toolbar blends beautifully, and actually results in MORE space for Dynamics CRM

Dynamics Telephony
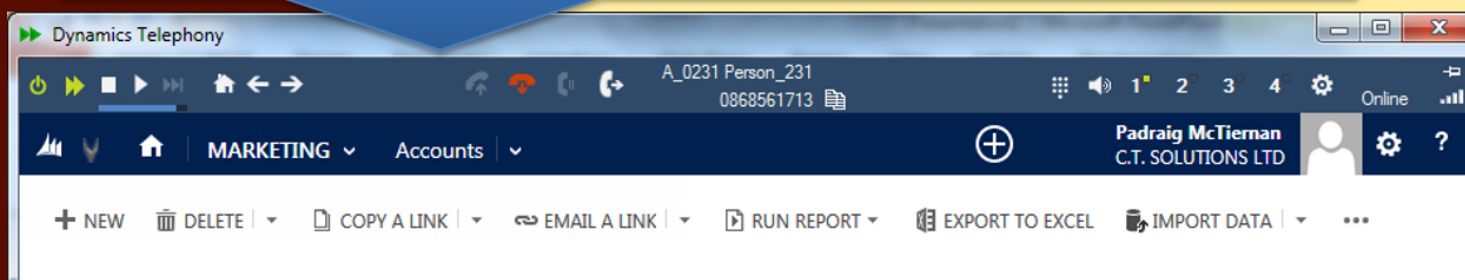
Simplifying CRM telephony integration

50% Performance improvement on your outbound campaigns with the CRM embedded progressive dialer

Shared lists of contact/account/lead/phone-call entities that
Dynamics Telephony feeds to teams of users via our Progressive Dialer
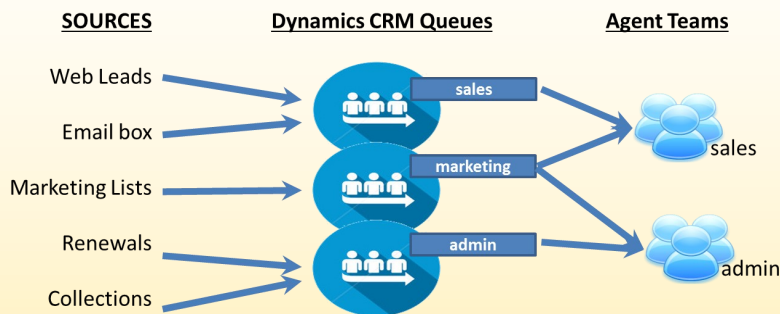
Dynamics Telephony CRM embedded dialler automates the whole outbound calling process. The application communicates directly with Dynamics CRM for the raw contact data and organises the data into campaigns or queues that make sense to your business. Call-back scheduling is automatic for busies and no answers.

All statistics on the outbound activity are available in the CRM using the CRM standard reporting and dashboards giving you:

♦ Control of your outbound operation

♦ Improved completion rates

♦ Energized staff

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