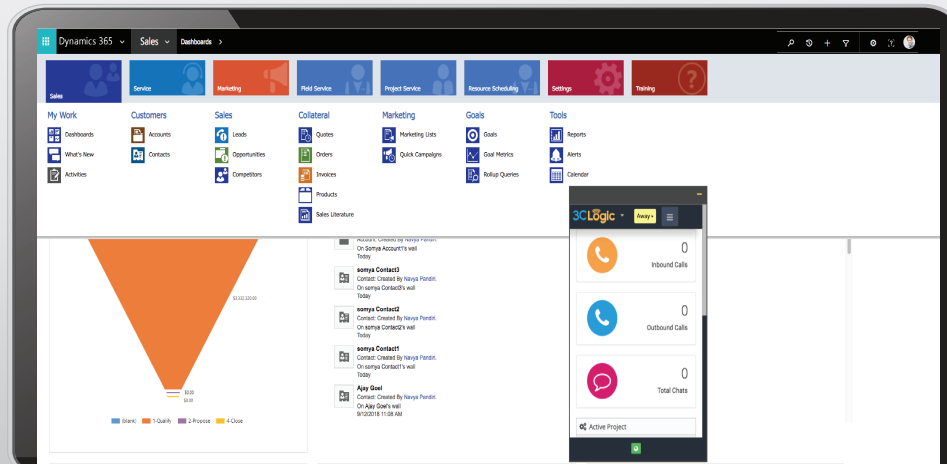


# 3CLogic and Microsoft Dynamics Integration

Give your team the information and tools it needs to exceed customer expectations, enhance efficiencies, and drive sales with 3CLogic's seamless Microsoft Dynamics integration.



## Streamlined User-Interface

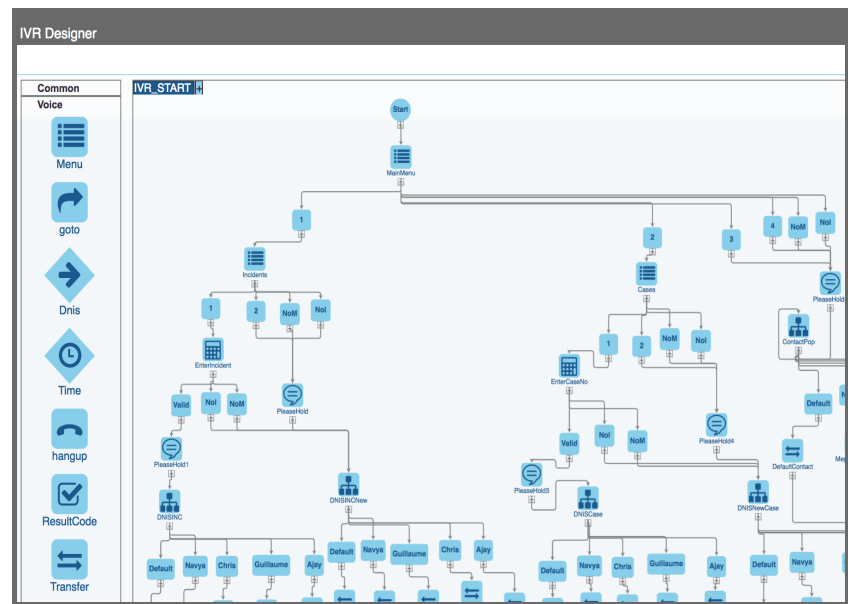
Manage all customer information and communication preferences from a single streamlined platform, removing the hassle and inefficiency of toggling between separate systems and screens.

## Intelligent Call Routing

Mold your telephony platform to pre-existing business workflows, and automatically route customers to the most qualified individual, or enable them to service their own needs with advanced IVR and Skills-Based Routing tools.

## Syncing Call Information

Automatically post all call information (call recording, notes taken, time and date, result, agent who handled call, etc.) to a customer's Microsoft Dynamics record, removing the need for reps to do so manually, and setting them up for successful interactions in the future.



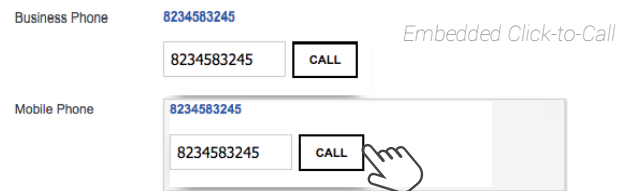
Interactive Voice Response (IVR)

## Inbound Record Retrieval

Automatically populate agent screens with a customer's Microsoft Dynamics record the moment a call is connected, enabling them to deliver fast and informed assistance to clients, without delay.

## Embedded Click-to-Call

Add a convenient click-to-call button to every customer record, removing the need for reps to search for and manually dial a client's contact information



## Enhanced Speed-to-Dial

Automatically push any new leads created in Microsoft Dynamics into 3CLogic's dialing platform, enabling agents to contact prospects immediately, without delay.

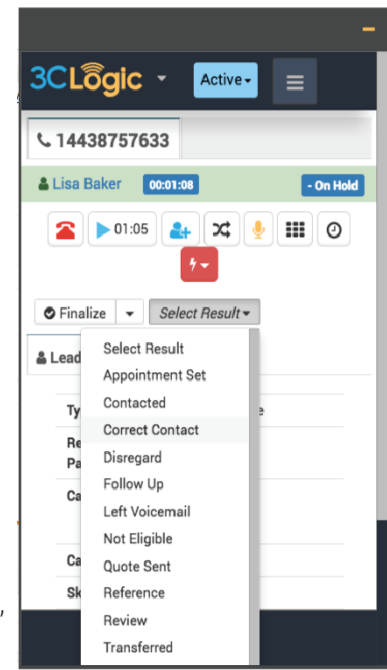
## Auto-Dialer Options

Using 3CLogic's advanced dialing solutions (preview, progressive, predictive, fixed-ratio), automatically initiate contact with leads in a designated campaign while populating agent screens with relevant Microsoft Dynamics records, improving the success of any sales or marketing initiative.

## Automatic Lead Nurturing

By simply selecting a disposition highlighting the result of an interaction, automatically place customers in designated campaigns, triggering any necessary steps while nurturing them through the sales funnel with ease.

Automatic Lead Nurturing

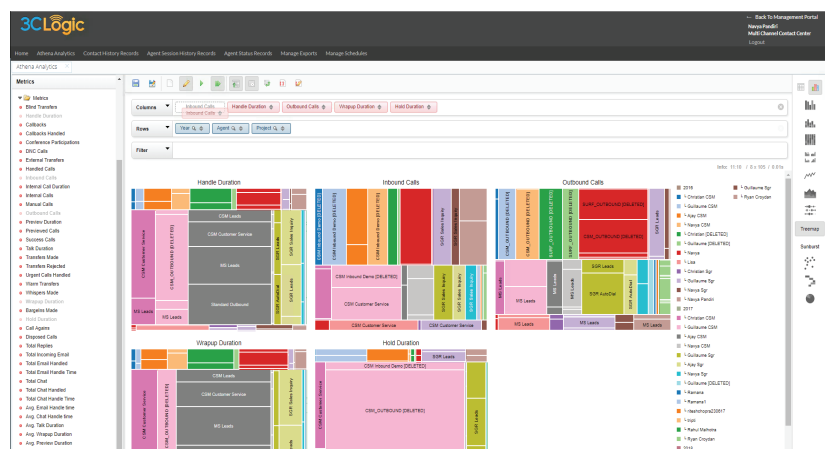
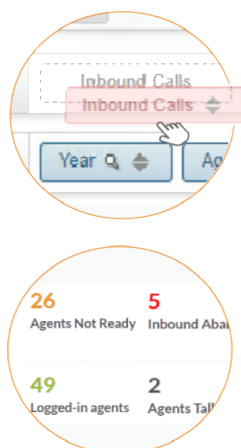


## Guide Agents with Ease

Create customizable dynamic scripts for agents to follow during calls, record and virtually monitor every interaction, whisper suggestions, and take-over interactions when necessary.

## Real-Time Reporting

Virtually monitor all agent activities (who's logged-in, who's on a call, who's wrapping up) in real-time, and create customized reports, graphs, and KPIs with a simple click-drag-and drop, giving your business the insights it needs to take on the next initiative.



Real-Time Reporting