# The Dynamics 365 All-Channel Solution

**Voice**  **Video**  **Chat**  **SMS**  **Collaboration**

Solgari's latest Dynamics 365 integration is powered through the Channel Integration Framework (CIF), giving our customers access to our compliant, all-channel communications all within the Dynamics 365 environment.
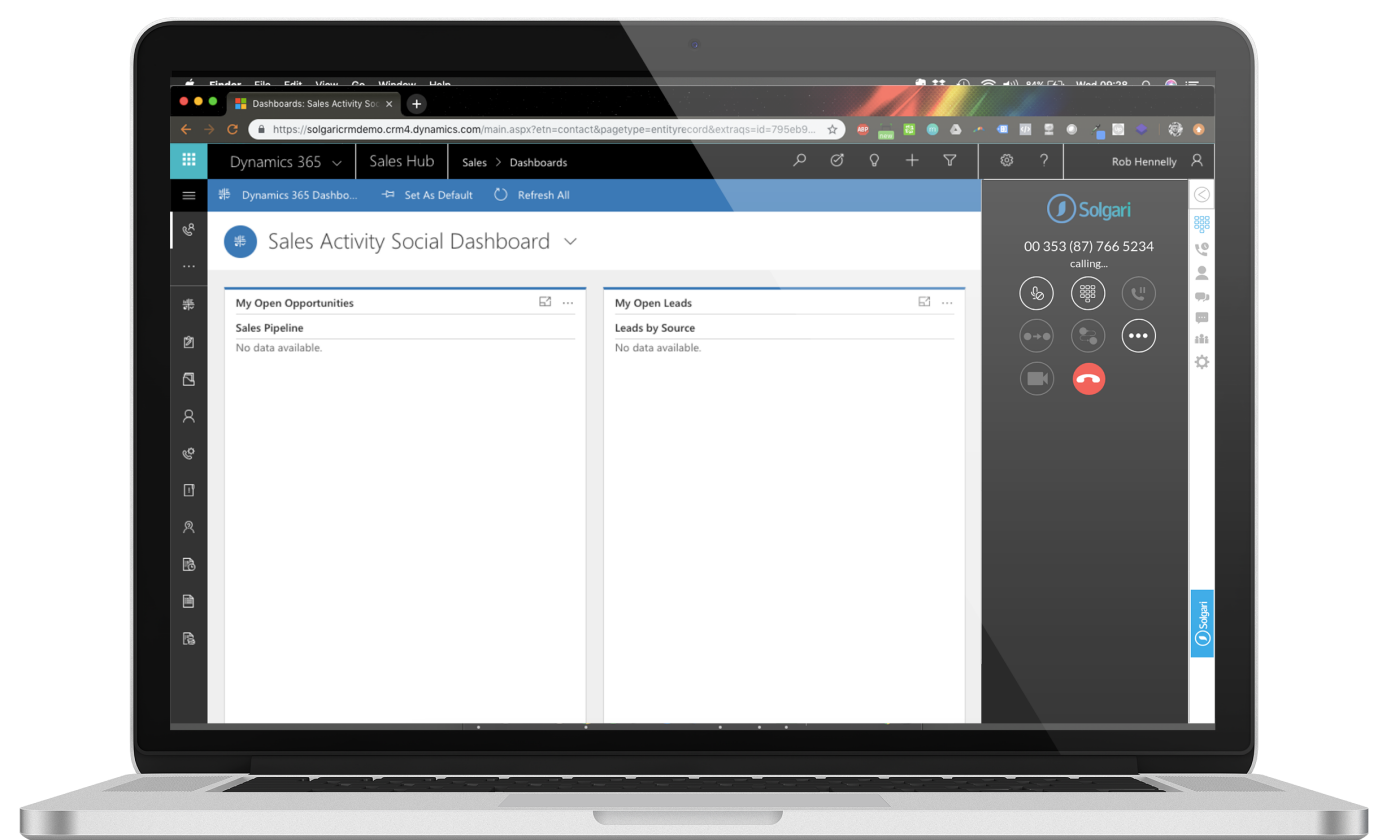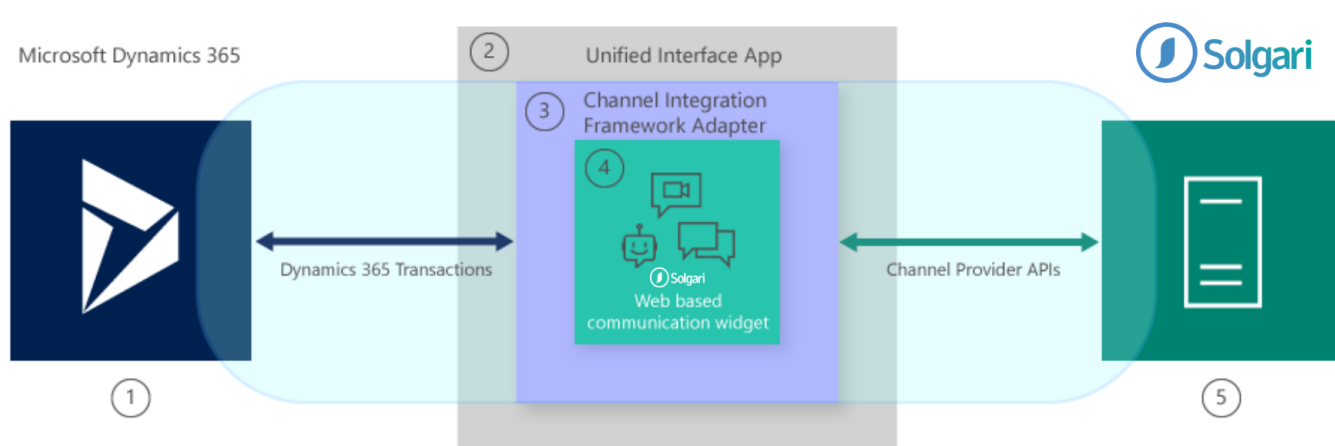
## Benefits to our customers:

Access our compliant, all-channel solution through the browser
Fully integrated with Dynamics 365 (v.9.1 & higher)
2 week trial period available
Rapid on-boarding process starting through AppSource
Independent of operating systems and web browsers

# The Dynamics 365 All-Channel Solution

**All-channel communications within Dynamics 365 – voice, video, chat, SMS and collaboration. All without leaving your CRM window.**

## Empowering service, sales and support teams

Do you have demanding, multi-channel communications needs? With Solgari in Dynamics 365 you'll increase your organisation's efficiency and effectiveness, more easily meet your compliance requirements, and delight your customers.

✔ All-channels embedded into your Dynamics 365 workflow. Click to call (voice or video), chat, SMS or screenshare. All from within Dynamics 365. Switch channels with ease. Get more from your CRM – more capability, more intelligence and more speed.

✔ Increase your team's productivity & performance. Streamline workflows, no switching back and forth between different apps, no additional log-in's. Increase engagement automation and reduce manual entry. For faster service, quicker problem solving and smarter sales.

✔ Delight your customers with faster, smarter service. Allow your customers to connect via their channel of choice and switch from one channel to another as they need. See caller detail pop in Dynamics 365 before you answer the call. Have all you need at your fingertips to deliver faster, smarter, more personal support and service. From any device, through any channel. Make every conversation a personal service.

✔ Everything logged, one view, powerful analytics. All customer communications automatically logged in Dynamics 365 with no manual entry required, enhancing performance management and optimisation. Super-simple access to call recordings and quickly skip to the relevant part of the conversation with Solgari's speech search capability.

✔ Enabling, fully automated compliance. Achieve automatic compliance through our truly integrated communications solution which provides an accurate viewpoint of all your communication data. This combined with Solgari's Military-grade design, 99.9% uptime SLA, PCI DSS compliant environment and our ISO 27017-certified data centers, means you're fully compliant for GDPR, PCI DSS, MiFID II, HIPAA and more.

✔ Super quick to set-up, on-board and scale. Rapid on-boarding starting through AppSource and using the Channel Integration Framework (CIF), clear documentation and a knowledgeable global support team ready to help, via all channels. No hardware required (desktop phones optional).