**TelephoneIntegration** connects your phone system (TAPI, Skype, RingCentral, Lync/Skype for Business, etc.) with Microsoft Dynamics CRM. The addon offers a „Click-to-Dial“-functionality for outgoing calls and various options for incoming calls. Additional features like Power-Dialing or a Chat-Integration complete the overall CTI-package.

### The main user interface - „Balloon“
- Call-boxes for all calls with detailed information
- Context-Menu options (CRM-actions) like open/create CRM records or activities
- Integrated „CRM-Search“

### Handling phone calls (incoming and outgoing)
- Act on incoming and initiate outgoing calls
- Click-to-Dial functionality inside the CRM commandbar

### Additional Features
- Lync chat integration (connect messages with CRM records)
- Power-Dialer (based on campaign activities)
- History - Analyze and improve calling times inside CRM
- Call from related records

### Pricing

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*Support & Maint for the first year included and after first year optional.*

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**TelephoneIntegration**

for MS Dynamics CRM

Microsoft Dynamics

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