TelephoneIntegration for Microsoft Dynamics CRM
TelephoneIntegration

Connect your phone system (s) to Microsoft Dynamics CRM

- Capture phone calls (incoming and outgoing)
  - Create phone call activities, cases, opps...
  - Screen-pops: Know who is calling

- Simplified dialing
  - Click2dial
  - Power-dialing

- Call statistics, Call analysis
  - Utilizing MS Dynamics CRM Dashboards
TelephoneIntegration

TelephoneIntegration Components

- **TI-Server (CRM solutions)**
  - Click2Dial inside CRM
  - Call statistics, Call analysis

- **TI-Client**
  Bridge between phone and CRM
  - Perform calls / react on incoming calls
  - CRM-specific operations
    - ✓ Create records (lead, contact)
    - ✓ Create activities
    - ✓ Integrated CRM-Search
    - ✓ ...
  - Hosts PowerDialing Lists
Power-Dialing

Boost your Inside-sales / Telemarketing by creating & monitoring calling lists inside CRM

Create calling lists using
- CRM campaign activities
- PowerDialing-List (new entity)

Microsoft Dynamics CRM

Call-lists defined in CRM
- End of year Offering
- Key Customers
- Web-registrations (autofilled)
- Event-follow-up

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Call Statistics Analysis /Gamification

All calls are stored in the CRM database and can be analysed using Dashboards.
# Retail – Pricing

## Perpetual License & Subscription

### Perpetual license

<table>
<thead>
<tr>
<th>Component</th>
<th>Price / license</th>
<th>Support &amp; Maintenance*</th>
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<tbody>
<tr>
<td>TI Server (5 CAL’s included)</td>
<td>$ 800</td>
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*Support & Maintenance is included for the first year

### Subscription

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