Dynamics 365 Channel Integration Framework

It is a set of APIs (methods, events and protocols) that enables developers and partners to build **immersive communication experiences** such that third party communication widgets running on channel provider/partner cloud can interact with Dynamics 365.

Bring Your Own Channel Providers

Standardized - Integrate with your channel providers using standard APIs

Immersive – bidirectional flow of information from and to dynamics 365

Sandboxed – The softphone does not get refreshed with the dynamics 365 navigations

Screen pops and click to dial/chat

Low TCO with cloud based solutions

No adapter required.

Platform/Browser Independent

Seamless upgrades of Telephony services or softphone

Faster go lives

Standard APIs.

Working samples.

Plug and play configuration.

Customize for your Business

Bring your User experience

Bring your own LOB workflows

Retain your brand identity by bringing your own iconography

Programmatically control user experiences (minimize, maximize, hide etc.)

Integrate with any app (service, sales, your app)