Cross Talk for Dynamics 365

By Kewi Systems

**What is Cross Talk for Dynamics 365?**
That's a great question! Cross Talk uses the power of SignalR and Microsoft® Azure® technology to open communication channels between system users based on the current context of the application.

**No, really... What is Cross Talk for Dynamics 365?**
Okay... less nerd, more normal.... Cross Talk lets your users chat with each other in real-time when the data they are looking at overlaps. For example, when two or more users have the same Case record open, they automatically become members of a Cross Talk connection based on that Case record. This membership surfaces the fact that multiple users are looking at the record AND allows the members to chat in real time! There's also an option that allows the Plugin system to let users know when the record they are on has been updated!

**Wait, Plugin System?**
Oops... less nerd... Your Dynamics 365 software includes a very cool messaging system loosely referred to as "Plugins". The Plugin system is based on the events that can occur when users interact with data in Dynamics 365. For example, when a Case record is updated, the Plugin system gives us a way to add new functionality to Dynamics 365. There are hundreds of such events for every bit of data in your system. Cross Talk for Dynamics 365 lets you capture Update events (using a Plugin) and then communicate the details of the event to the members of a Cross Talk connection!

**Do I have to be a software genius to configure Cross Talk?**
Absolutely not! But, you do have to have permissions and be familiar with form design in Dynamics 365. Full implementation instructions are available on the [Cross Talk for Dynamics 365](https://crosstalkford365.azurewebsites.net) web site.