**Five9**™

# Five9 Adapter for Microsoft Dynamics 365

Engage with customers through voice, email, and chat – all within a single Microsoft Dynamics 365 desktop.

## What is It?

The Five9 Microsoft Dynamics 365 integration is a powerful, single-pane, customer service and sales platform that enables your agents to focus on the customer experience. The combined solution improves sales efficiency and customer satisfaction while lowering costs.

**Together Five9 and Microsoft Dynamics transform customer experiences into customer loyalty and trust**

## One Platform for a Seamless Experience

The Five9 Adapter for Microsoft Dynamics 365 gives your service and sales organizations the ability to interact with customers across all channels from a single environment.

## Single-Pane Agent Solution

Your agents no longer have to switch between applications and Dynamics 365 to address customer concerns.

## Route Customer Interactions to the Right Resource – Anywhere in the World

Five9 Genius™ the Intelligent Cloud Contact Center has intelligent routing capabilities that give your company control over inbound interactions including calls, chat, and email. With Five9 skills-based routing, and customer information from the Five9 Dynamics integration, you can determine customer intent and route the customer to the right resource to help them continue their customer journey.

In addition, these insights are delivered to the agent so the agent understands customer intent and can begin helping from the first moment of contact.

## Omnichannel

Five9 screen pops blend directly into the Microsoft desktop, giving agents a complete picture of each problem before they engage the customer. Five9 customers can match to any Microsoft record type, providing flexibility for any workflow. Five9 also puts the customer's entire contact history at the agent's Fingertips, so they can better understand the customer's needs and better fulfill their expectations.

## On premises and cloud based support

The Five9 integration for Microsoft Dynamics 365 supports both the SaaS or on premises versions of Dynamics (R2013 -> Current).

### Five9 and Microsoft Features

**Works with any version**
- Support for cloud based Dynamics and on premises versions

**Five9 Genius**
- Omnichannel
- Voice, chat, and email
- Skills based routing

**Agent Desktop**
- Single-pane Agent Desktop
- Configurable "screen pops"
- Click-to-dial functionality
- Call history and recording
- Interaction handling controls such as priority over preview, pending state, voicemails, and more
- Single sign-on

**Outbound**
- Predictive, power, and preview dialing

**Administration**
- Single administration point for all channels
- Real time analytics and historical reporting

## One Platform for a Seamless Experience

Five9 delivers customer intent and journey context, along with the customer interaction, giving agents the insights they need to accelerate the customer journey to the right outcome.

## Powerful Outbound Dialer

Integrated into Microsoft Dynamics, the Five9 solution brings powerful outbound dialer capabilities to bear for your sales organization. The Five9 Predictive Dialer automates outbound dialing and triples the amount of time your agents spend talking to real prospects and customers.

Five9 supports predictive, power, progressive, preview, and TCPA manual touch dialing.

## Workforce Optimization

Five9 provides a best-in-class, comprehensive contact center and WFO solution in the cloud. Five9 Genius is deeply integrated with leading WFO providers and is run in our data centers as a core part of the Five9 service.

## Better Insights

Contact center managers can create customized reports at regular intervals, or on an ad hoc basis, in real time.

Powerful analytics keep everybody on the same page. Agents can understand business expectations and their performance. Supervisors can use real-time data to adjust queues and make smarter, more informed decisions.
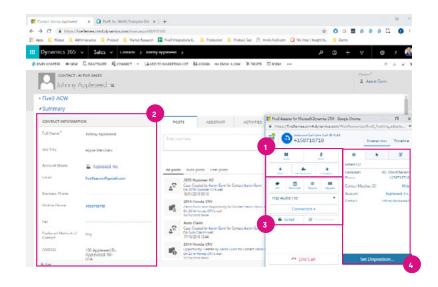
## A Perfect Fit

It's no secret that a great customer experience leads to customer advocates and higher revenue. Organizations that choose Microsoft Dynamics 365 are serious about delivering great experiences to their customers. So is Five9 – which makes the industry-leading Five9 cloud center software the perfect complement to the Microsoft Dynamics 365 platform.

Immediately deploy powerful tools for agents embedded into their familiar workspace. Solve customer issues quickly, sell more effectively, and empower agents with the relevant information exactly when they need it with the Five9 Adapter for Microsoft Dynamics 365.

**To schedule a live demo or find out more information, visit www.five9.com or call 1-800-553-8159.**

> **"We chose Five9 for their clear demonstration that they are a strong partner, and for how they delivered on the MS Dynamics integration, stability, voice quality, uptime, total cost of operations, and their easy-to-use reporting capabilities."**

**Brad Dockter,** Director Digital Customer Experience Operations, **Allegion**

1. Call Controls embedded into the Microsoft Dynamics 365 so agents can focus on the customer
2. All relevant customer information right at the agents fingertips
3. Easy access to experts, scripting, and other tools
4. Dispositions, calls stats, and notes automatically written into Dynamics