TelephoneIntegration

connects your phone system (TAPI, Skype...)
with Microsoft Dynamics 365 & PowerApps

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Your company for MS-CRM ADD-ONS!

Capture and track phone calls

- **Caller Recognition:** Display information about the caller when receiving calls
- **Screen Pops:** Automatically open records or new activities
- **Auto creation of Dynamics 365 records:** Create new records or activities on incoming calls

Simplify dialing

- **Click2Dial** support for phone numbers and via the command bar
- **'Dialing from related records'** starts calls from e.g. opportunities or cases related to your contacts

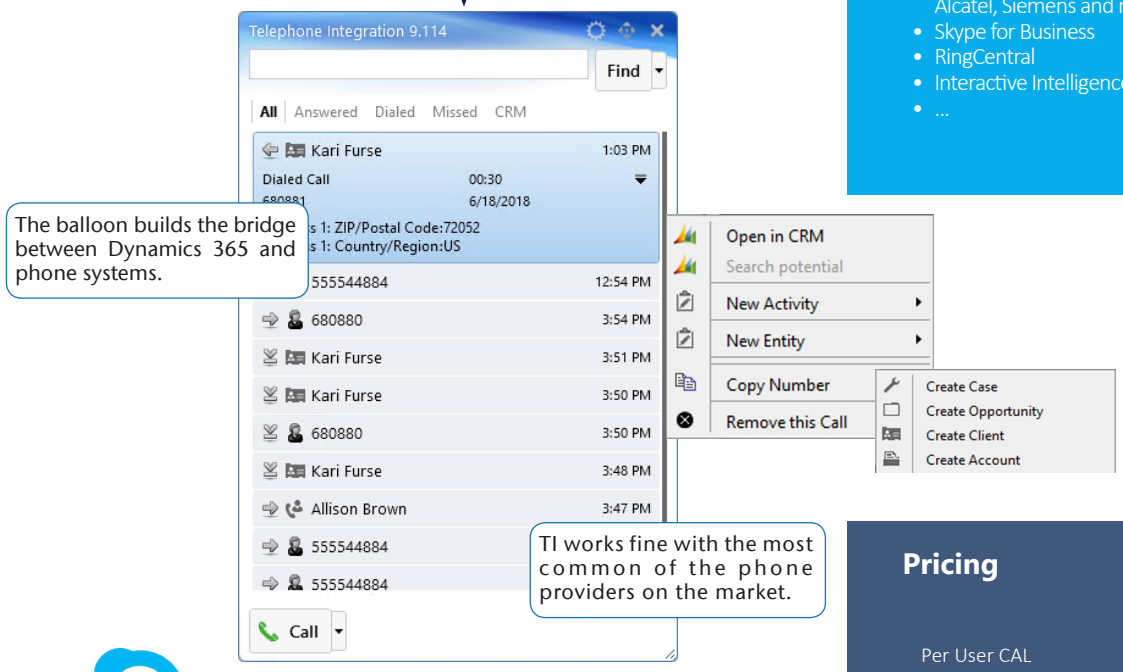
Additional features

- **Call statistics inside Dynamics 365:** Analyze your calls based on Dynamics 365 dashboards
- **The Power-Dialer:** Based on campaign activities, the Power-Dialer enables semi-automated call queues
- **Supports Unified Service Desk (USD):** Full integration into USD

Test the compatibility of your pone system

It is recommended to first test the compatibility of your pone system with the Phone Test Tool.

Microsoft Dynamics 365



The balloon builds the bridge between Dynamics 365 and phone systems.

TI works fine with the most common of the phone providers on the market.

Supported phone systems

- SIP Client (connect via VoIP thanks to our built-in SIP Client wrapper)
- TAPI driver enabeld phone systems like Cisco, Alcatel, Siemens and many more
- Skype for Business
- RingCentral
- Interactive Intelligence
- ...

Pricing

	price/month
Per User CAL	$ 8

A minimum of 10 users is required

Dynamics 365 & PowerApps
online (RTW), on-premise (RTM), hosted (IFD)

Microsoft Dynamics 365

Get your free trial today on
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