

Invent Your Ideal Contact Center

DaVinci for Microsoft Dynamics



Cloud, Premise & Hybrid Solutions for Dynamics 365: Classic, CIF and USD

Features at a Glance

- Integrates multiple communication channels (voice, sms and chat) for a seamless agent experience.
- Agent status, contextual call controls and customizable call notes are easily configurable in support of your contact center business.
- Manages presence across channels, collects agent and channel metrics, and shares customer interaction data with Dynamics 365 entities.
- Supports Channel Integration Frameworks (CIF), Dynamics 365 for customer engagement apps (Unified Interface) and United Service Desk (USD).
- Microsoft certified and scales to fit any sized organization.

Enable a full 360 degree view of your contact center

Integrating your organization's phone system and digital channels like SMS and chat with the robust information within Microsoft Dynamics (CRM, 365 or USD) increases agent productivity, improves the customer experience and enhances the efficiency of the entire organization. AMC Technology's DaVinci integration platform as a solution (iPaaS) is certified by Microsoft and enables Contact Centers to support customers on their preferred channels. Standard CTI features like screen pop of customer information, click-to-dial and chat capability are included in addition to more advanced flexible capabilities like comprehensive reporting and proactive customer care.

Agent Toolbar

Available for Dynamics 365: Classic, CIF and USD

Clear agent status & status timer within the toolbar

Configurable Speed Dial

Configurable screen pop based on ANI, DNIS & more

Contextual call controls

Call Information

Activity Information

Leave call notes during or after each work item

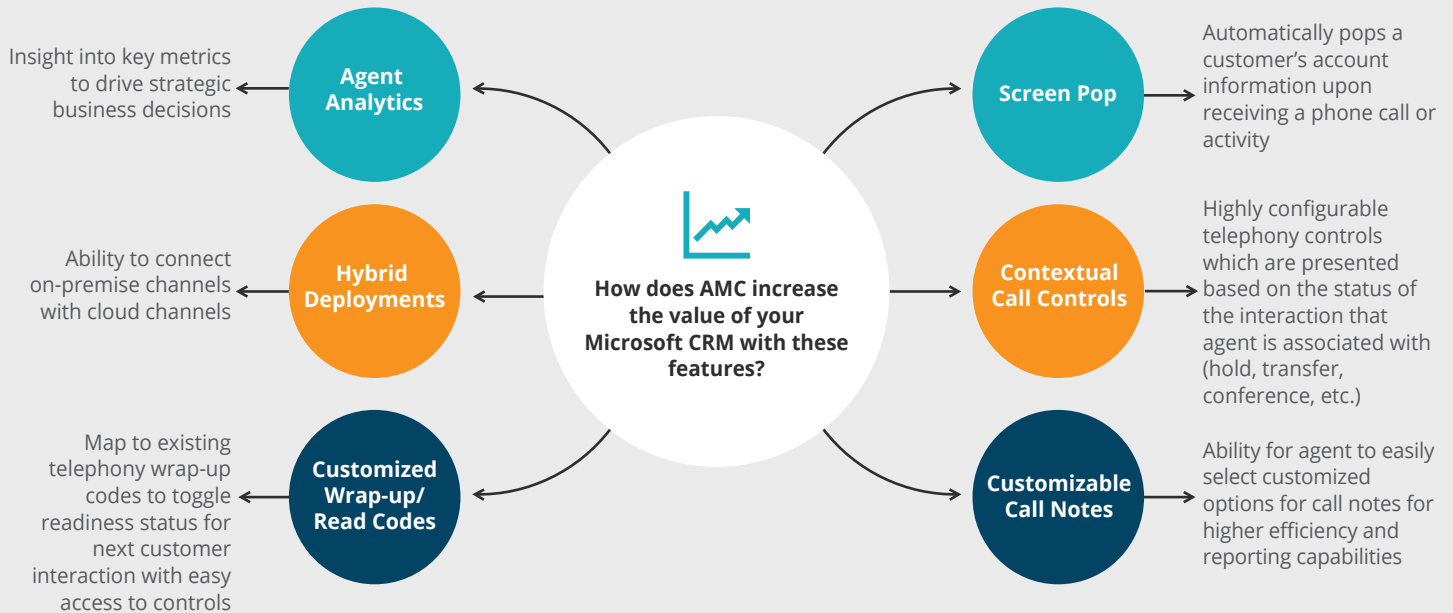
Configurable quick add note shortcut buttons

Recent calls gives quick access to recent information

Quick Create entities within the toolbar

Key Features & Benefits: Solution for Microsoft Dynamics 365

Utilize advanced features that increase efficiency for your agents, customers & business



Why Choose AMC Technology?

Unparalleled experience makes our solutions more reliable

- Founded in 1995, AMC has years of true contact center experience with both enterprise and small to mid-sized customers.
- Customers in over 30 countries, from Australia and Zimbabwe to Canada and Mexico.
- Microsoft Partner since 1995 (Gold).
- 24/7 online support with flexible managed services packages available.
- With DaVinci Creators Studio, organizations can connect multiple apps to create their ideal contact center and utilize premise, cloud or hybrid environment(s).
- We are certified Level 1 Security Trust Assurance and Risk by Cloud Security Alliance.



Let's start talking about your project!

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