CIF Integration

Seamlessly Plug n Play Ameyo Contact Center capabilities into MS Dynamics 365

Agenda

Ameyo CTI - Overview

What is Ameyo CTI

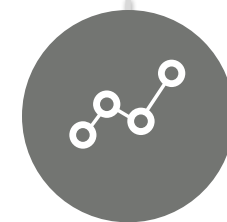Ameyo CTI Capabilities

Capabilities

Ameyo CTI Screenshots

Ameyo Advantages

Ameyo CTI

Seamlessly Plug n Play Ameyo Contact Center capabilities into MS Dynamics 365

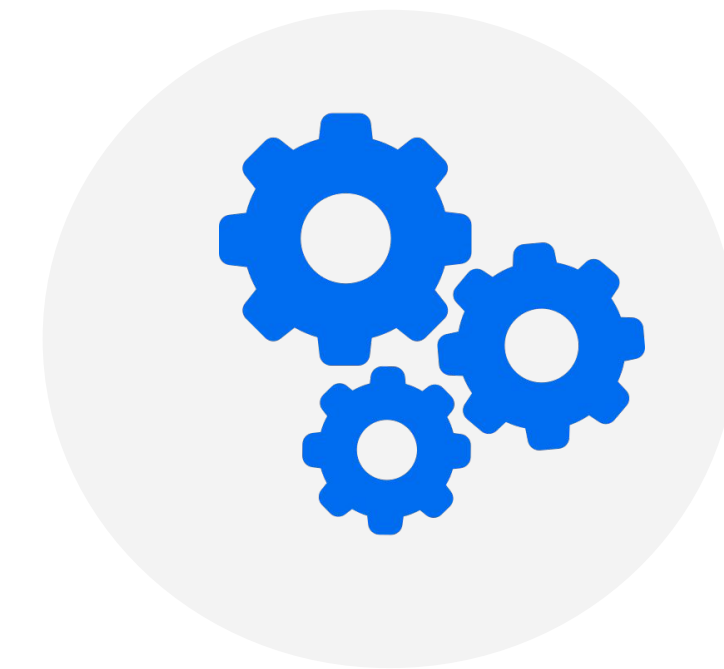**Powerful CONTACT CENTER Capabilities**

- Power Dialing
- Click to Call/Action
- Two Way Synchronization
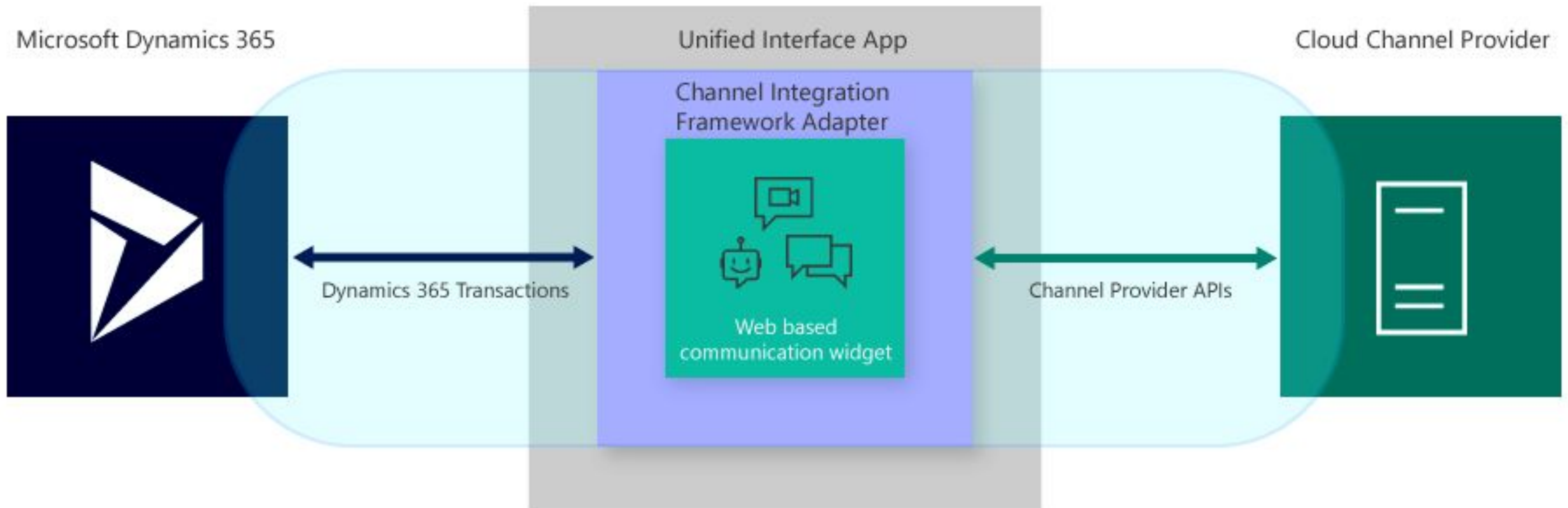- Object Association

FASTER Time To Market

- Standard API's
- Available via AppSource
- Plug n Play
- Platform Independent

Easily CUSTOMIZE as per Business

- Customized User Experience
- Customized CTI Data Type
- Customized Call Dispositions
- Customized Screen Pop size

Dynamics 365 Channel Integration Framework ④

Microsoft Dynamics 365

Unified Interface App

Cloud Channel Provider

Channel Integration Framework Adapter

Web based communication widget

Dynamics 365 Transactions

Channel Provider APIs

Note: Requirements
Dynamics 365
- Dynamics 365 (online) version 9.0.2 and higher versions
- Supported browsers: Microsoft Edge, Google Chrome, FireFox - Mozilla

AMEYO

" " **We didn't expect the integration to be that smooth. All our Dynamics use cases were met with ease"**

— Operations Head, A leading Housing Finance and Securities Firm

Ameyo CTI Capabilities
A Complete Contact Center suited to your Dynamics 365

Click-To-Action

One Click Calling

Easily call prospects or customers with a single click without typing in a telephone number

Configurable Auto Call

Provide Auto Call On/Off options

Easily configurable options to provide your business process wit auto call on or off option. Sales Agents might use Auto call off option

Object Search & Creation

Search & Create New contact

FOr multiple matches of an object , Agents can easily search and also create a new object in MS Dynamics 365 where a new contact needs to be created

Automated Dialers

Increase Call Connect Rates

Ensure your Sales and Service hub has high connect rate when dialing to a group of objects

Multiple Tab handling

Multiple CRM Tabs to be in sync

While working with multiple crm tags Ameyo CTI pop up work seamlessly across all the tabs maintaining its coherence

Call Activity Logs

Log Call Dispositions, Notes , recordings

All Call disposition data, Notes , call recordings are completely in sync with MS Dynamics 365. This helps agents with complete context of an interaction for future calls aor refrences

Call Options

Multiple Contact center options and call backs

Easy options to Transfer calls to Agents, campaigns, IVR. Confer with Agents, IVR, TPV and more and also HOLD.

Object Association

Simple Call Association with a contact

Easily associate an interaction with an existing contact object, with an option in the CTI Screen Pop

Call Recordings

Log every Call

Call Recordings are seamlessly logged in the CRM , helping in quality compliance and also establish a training process around it

Ameyo CTI - Authentication

Multiple Identity & Access Management with Ameyo Credentials and Dynamic Oauth

SSO with Dynamics Oauth

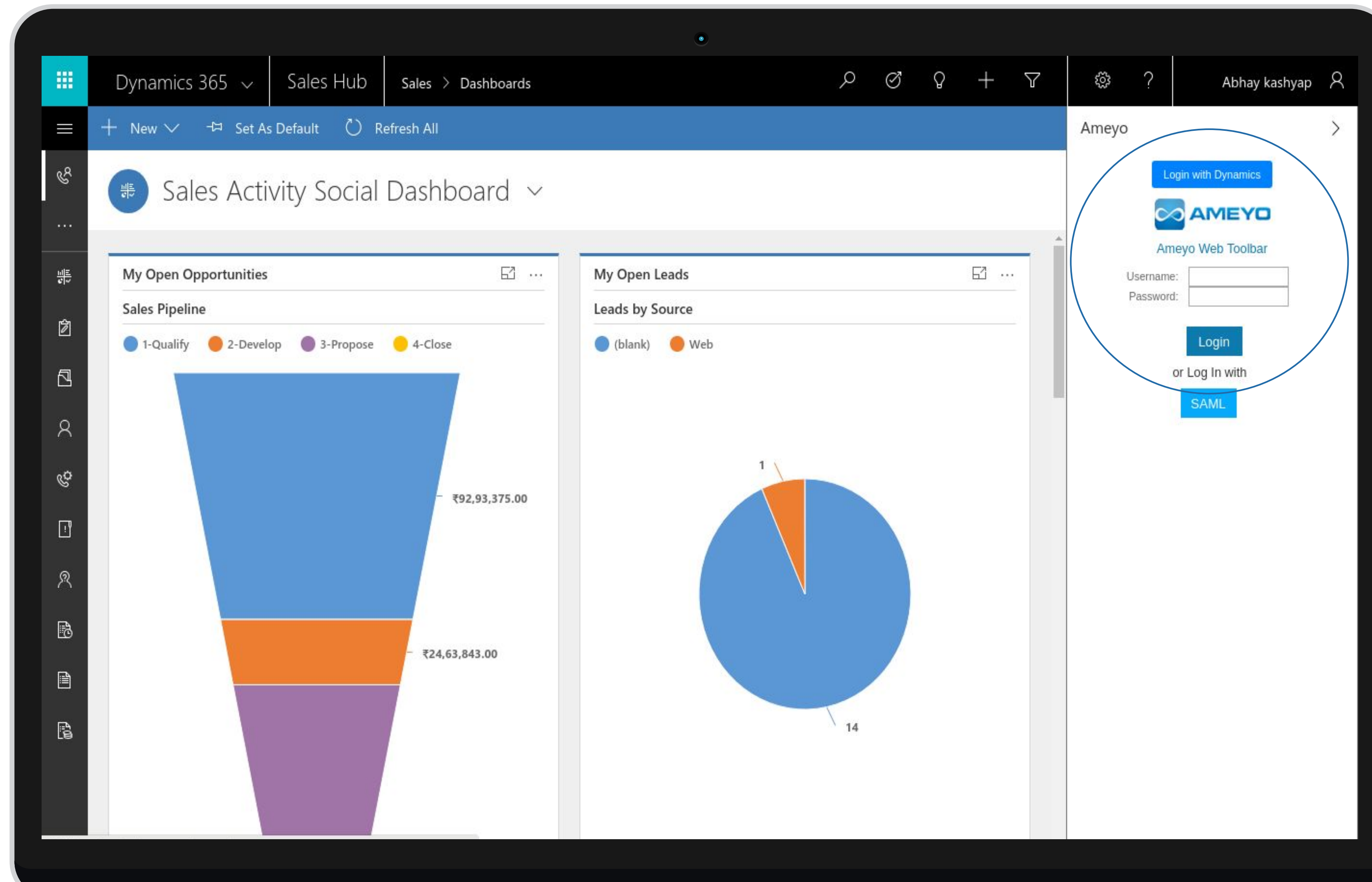Registered Dynamics Users can easily login using Single Sign in Option

Ameyo Login

Additionally Users can also login using Ameyo credentials

Flexible Communication Widget

Users can dial or receive calls within the Dynamics 365 CRM without hampering the user experience

Ameyo | 2019

Ameyo CTI - New Object Creation

Auto Create new objects when a new prospect or customer calls in

Click based Association
In case an existing customer calls from a phone number it can be associated with a click

Auto Pop New Customer Card
Agent gets customer info to have a contextual engagement with customer.

Capture complete phone activity
Capture all dispositions, notes, call recordings straight into MS Dynamics 365

Ameyo CTI - Object Search & Association

Associate existing Objects/contacts in real time with easy search and match

Call Association

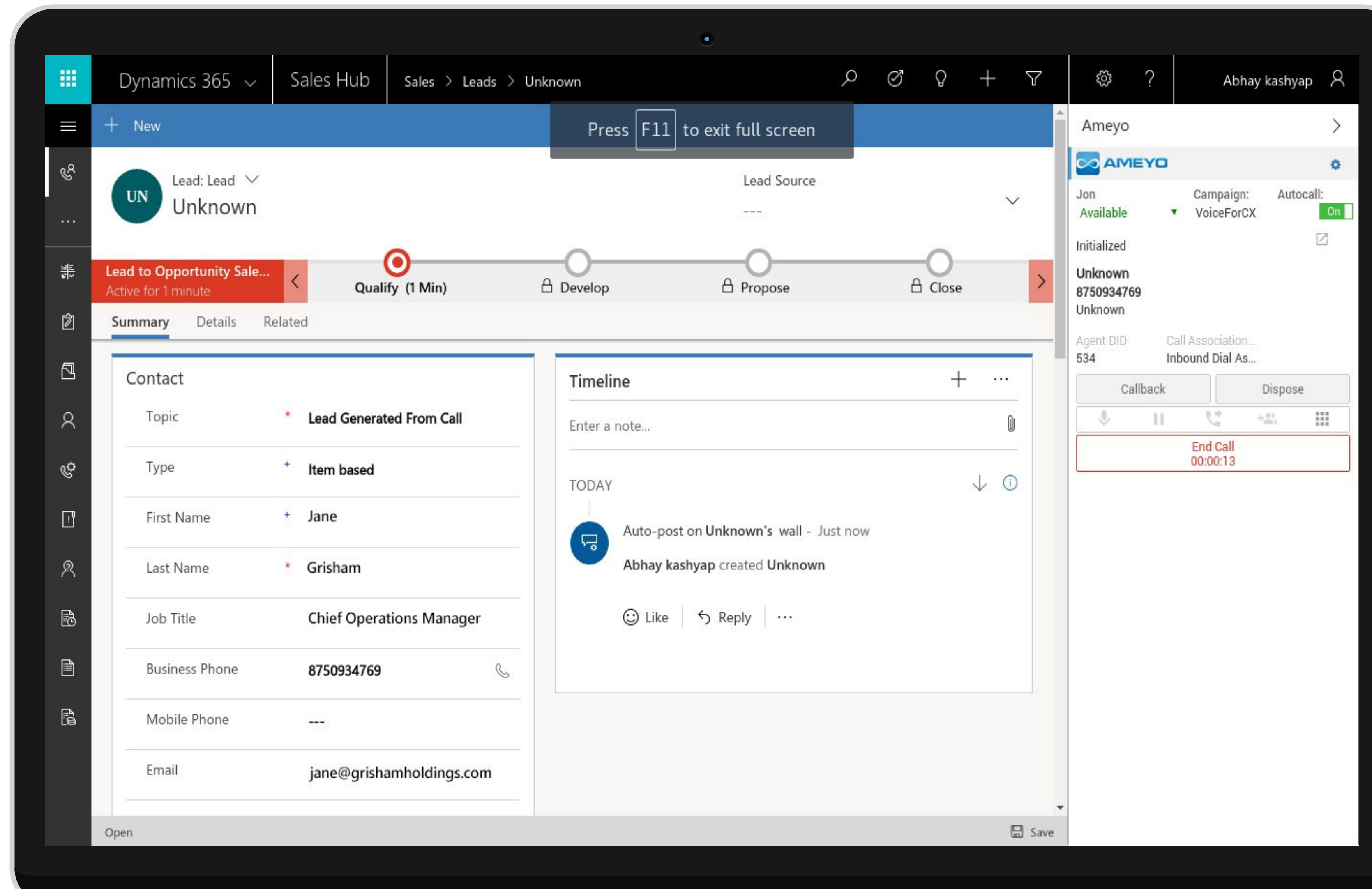One click association with Sales & Service Objects

Auto Pop Customer record

Using Phone number as a Primary iD, relevant customer card pops open in MS Dynamics 365

Sales & Service Hub

Seamlessly works with MS Dynamics 365 Sales & Service hubs

The Ameyo Advantage

First ISV in India to be Microsoft Dynamics CIF enabled Channel Provider

CIF Enabled

Enterprise Grade

Powering 1000+ Enterprise Contact centers of Banks, Insurance,Consumer Internet,Travel & Hospitality Companies

Best Of Breed CCI

Leader in Dialer Technology, Inbound Voice Routing(ACD), Dynamic IVR, Live Monitoring,

Minimal Overhead

Limited IT Involvement as the integration is standard and pre approved. Available via Appsource

Direct Support

No dependence of channel partners in Domestic Market. DIrect Support to Customers

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