BUSINESS SOLUTION:

Complete Your Dynamics Experience

Personalise the customer experience with powerful telephony integration
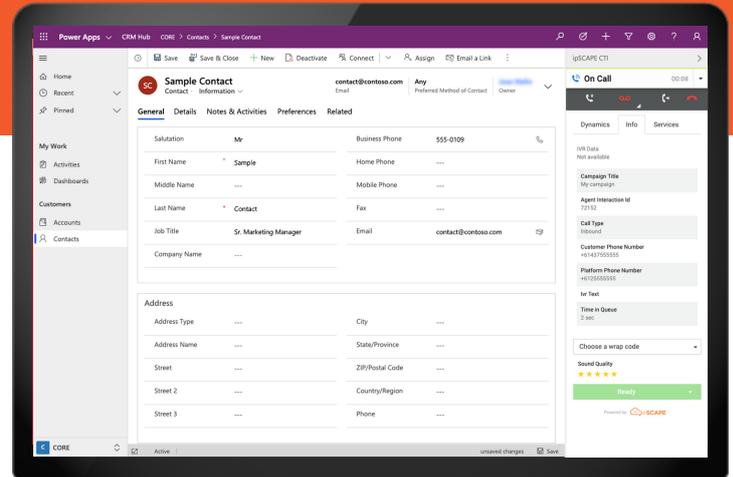
ipSCAPE Microsoft Dynamics 365 CTI Adaptor enables you to make and receive calls from your instance.
Empower your team with the tools to have great conversations.

Key Benefits

✓ **Increase Productivity**
Employees have a complete view of the customer and the ability to make calls within a single screen.

✓ **Easy Implementation**
ipSCAPE can quickly help install the CTI Adaptor and can ensure workflows and campaigns are optimised.

✓ **Create timely prompts**
Create your own triggering events to activate prompts.

✓ **Smart Routing Features**
Intelligent IVR options can ensure fast responses to customer queries.

✓ **Improved customer experience**
Experience is improved as a customer's record 'pops' during a call so agents can provide more personalised service.

✓ **Customisable**
Easily select what customer information is displayed to employees.