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# Telephone Integration for Microsoft Dynamics 365 & model-driven Apps

Empowering Dynamics 365 Users

  
**Microsoft** Partner  
Gold Independent Software Vendor (ISV)



# Telephone Integration

- **Capture & track phone calls (in- & outbound)**
  - Caller recognition
  - Screen Pops
  - Create phone call activities, cases, opps...
- **Simplified dialing**
  - Click2dial
  - Power-dialing
- **Call statistics, Call analysis**
  - Utilizing MS Dynamics 365 Dashboards

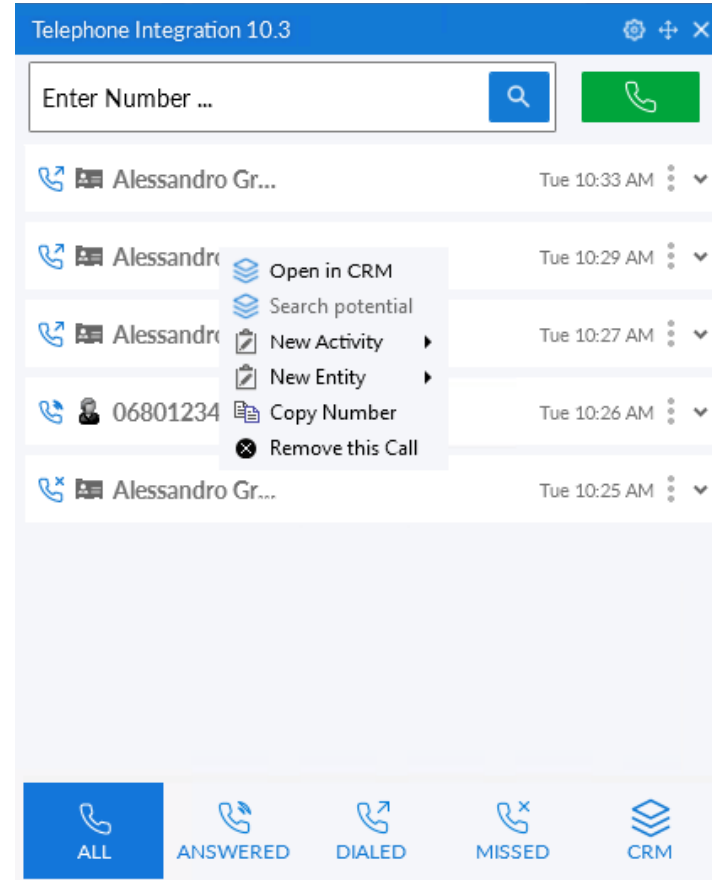
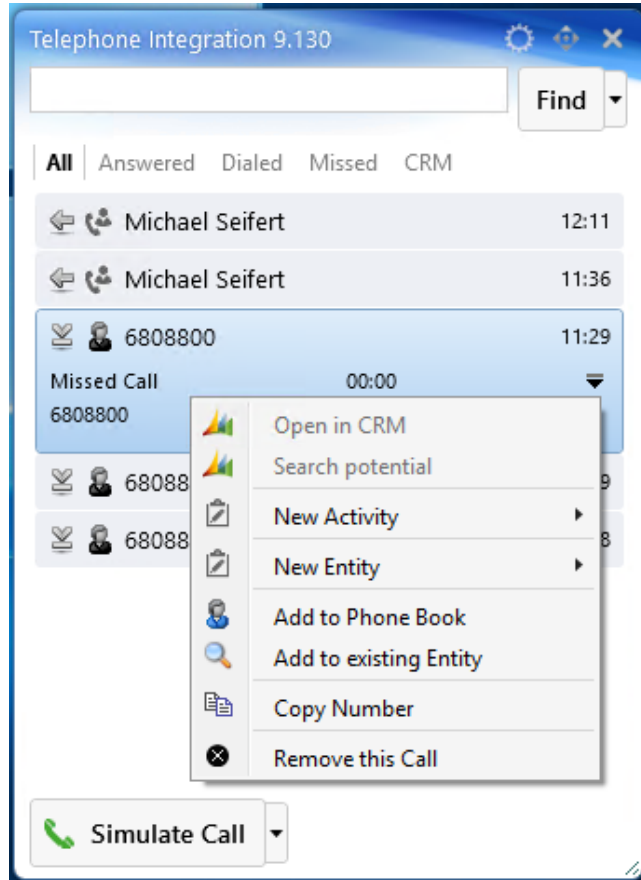


Telephone Integration





# UI Redesign (v 10.3)



# Demo

## 1. Call-Handling

1. Caller Recognition
2. Screen-Pops
3. Click 2 Dial

## 2. UI features

1. Context Menu actions
2. Search-feature
3. Dialing options



# Thank You + stay healthy!

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