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TelephoneIntegration
for
Microsoft Dynamics CRM

Telephone Integration

Connect your phone system (s) to Microsoft Dynamics CRM

- Capture phone calls (incoming and outgoing)
 - Create phone call activities, cases, opps...
 - Screen-pops: Know who is calling
- Simplified dialing
 - Click2dial
 - Power-dialing
- Call statistics, Call analysis
 - Utilizing MS Dynamics CRM Dashboards



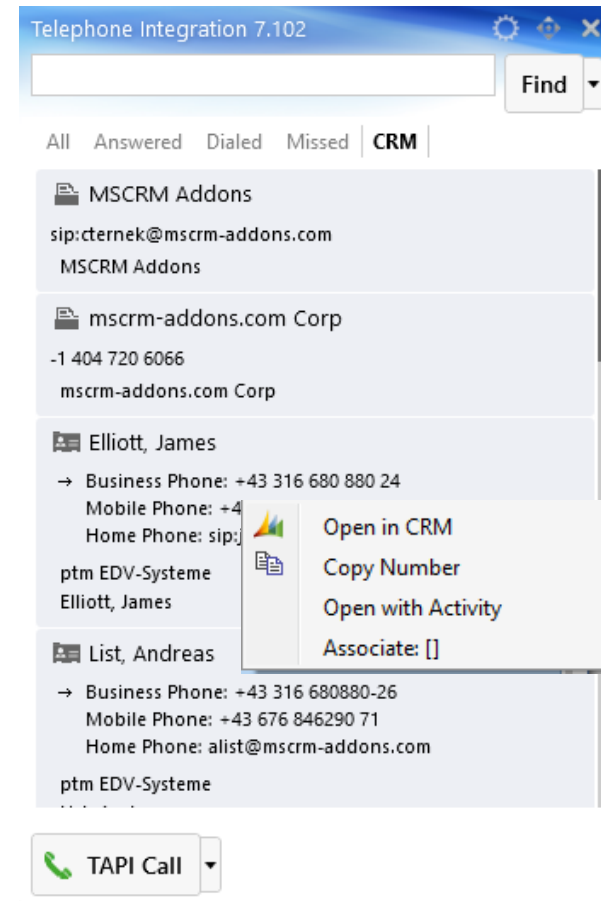
TelephoneIntegration

TelephoneIntegration Components

- TI-Server (CRM solutions)
 - Click2Dial inside CRM
 - Call statistics, Call analysis
- TI-Client

Bridge between phone and CRM

 - Perform calls / react on incoming calls
 - CRM-specific operations
 - ✓ Create records (lead, contact)
 - ✓ Create activities
 - ✓ Integrated CRM-Search
 - ✓ ...
 - Hosts PowerDialing Lists



Power-Dialing

Boost your Inside-sales / Telemarketing by creating & monitoring calling lists inside

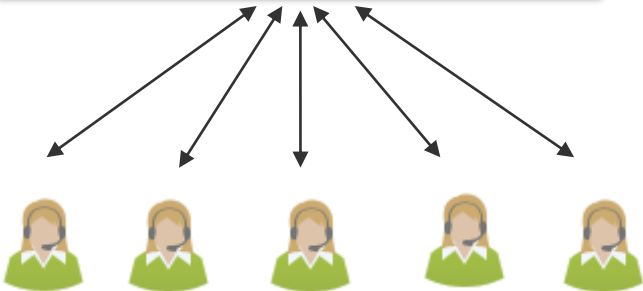
Create calling lists using

- CRM campaign activities
- PowerDialing-List (new entity)



Call-lists defined in CRM

- End of year Offering
- Key Customers
- Web-registrations (autofilled)
- Event-follow-up
-



Microsoft Dynamics CRM interface showing a Power Dialer List for 'End of year Offer'.

POWER DIALER LIST : INFORMATION
End of year Offer

General

Name	End of year Offer	Description	End of year sale - Maximum Discount is 30% if purchase within 2 weeks - Free Parking
Owner	Call Center	Allow Crm Interacti...	Yes
Active	No	Autoschedule	No
PreProcessing Time	--	PostProcessing Time	--

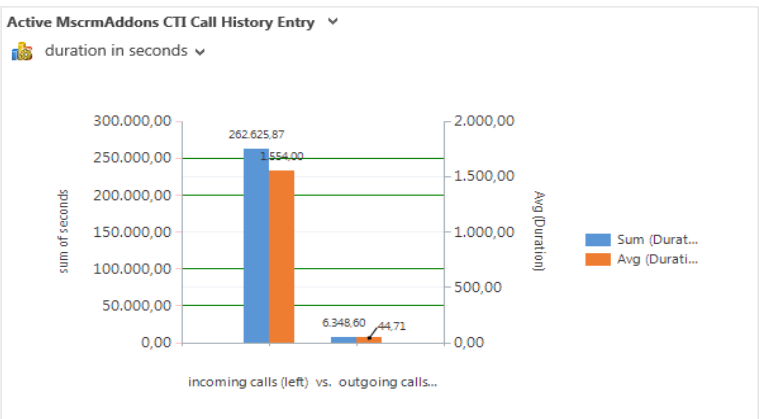
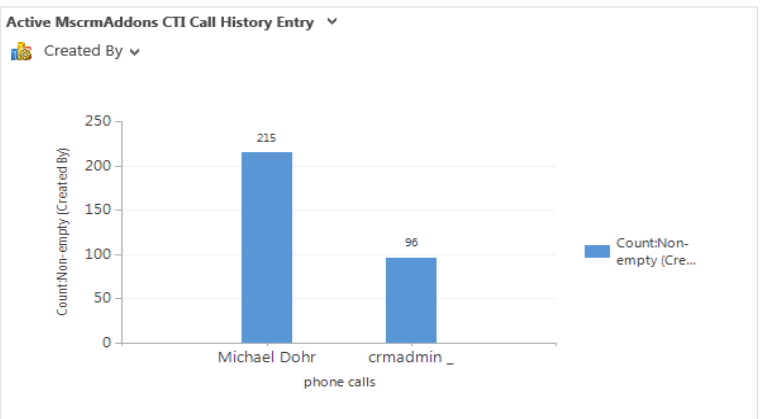
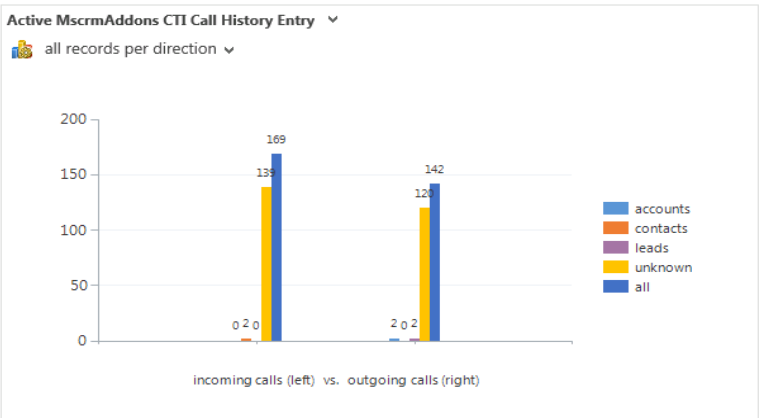
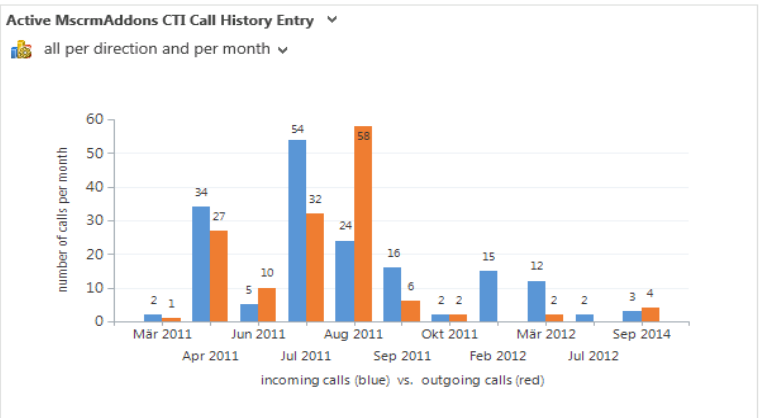
All Phone Calls

Subject	Call From	Call To	Regarding	Direction	Phone Number	Priority	Dt
Offer end of year discount (10)	Michael Dohr	Aaron Con		Outgoing		Normal	
Offer end of year discount (10)	Michael Dohr	Kayla Stotler		Outgoing		Normal	
Offer end of year discount (10)	Michael Dohr	Karel Bates		Outgoing		Normal	
Offer end of year discount (10)	Michael Dohr	Judy Lew		Outgoing		Normal	
Offer end of year discount (10)	Michael Dohr	Judith Frazier		Outgoing		Normal	
Offer end of year discount (10)	Michael Dohr	Jovita Carmody		Outgoing		Normal	
Offer end of year discount (10)	Michael Dohr	Jeanie Glenn		Outgoing		Normal	

Call Statistics Analysis /Gamification

All calls are stored in the CRM database and can be analysed using Dashboards.

Telephone Integration Overview ▾



Retail – Pricing

Perpetual License & Subscription

Perpetual license

Component	Price / license	Support & Maintenance*
TI Server (5 CAL's included)	\$ 800	\$ 170
Additional TI-CAL	\$ 140	\$ 34

*Support & Maintenance is included for the first year

Subscription

Component	Price / license and month	Support & Maintenance
Monthly subscription	\$ 14 per user (min. 5)	included
Annual subscription	\$ 12 per user (min. 5)	included

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Support & Contact

- You can find us on the web at <http://www.mscrm-addons.com>
- Help-Center (Live-Chat, Support): <http://www.mscrm-addons.com/Support.aspx>
- Do not forget we have an awesome blog at <http://blogs.mscrm-addons.com>!



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