TelephoneIntegration
for MS Dynamics CRM

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Your company for MS-CRM ADD-ONS!

TelephoneIntegration connects your phone system (TAPI, Skype, RingCentral, Lync/Skype for Business, ect.) with Microsoft Dynamics CRM. The addon offers a „Click-to-Dial"-functionality for outgoing calls and various options for incoming calls. Additional features like Power-Dialing or a Chat-Integration complete the overal CTI-package.

## The main user interface - „Balloon"

- Call-boxes for all calls with detailed information
- Context-Menu options (CRM-actions) like open/ create CRM records or activities
- Integrated „CRM-Search"

Handling phone calls (incoming and outgoing)

- Act on incoming and initiate outgoing calls
- Click-to-Dial functionality inside the CRM commandbar

Additional Features

- Lync chat integration (connect messages with CRM records)
- Power-Dialer (based on campaign activities)
- History - Analyze and improve calling times inside CRM
- Call from related records
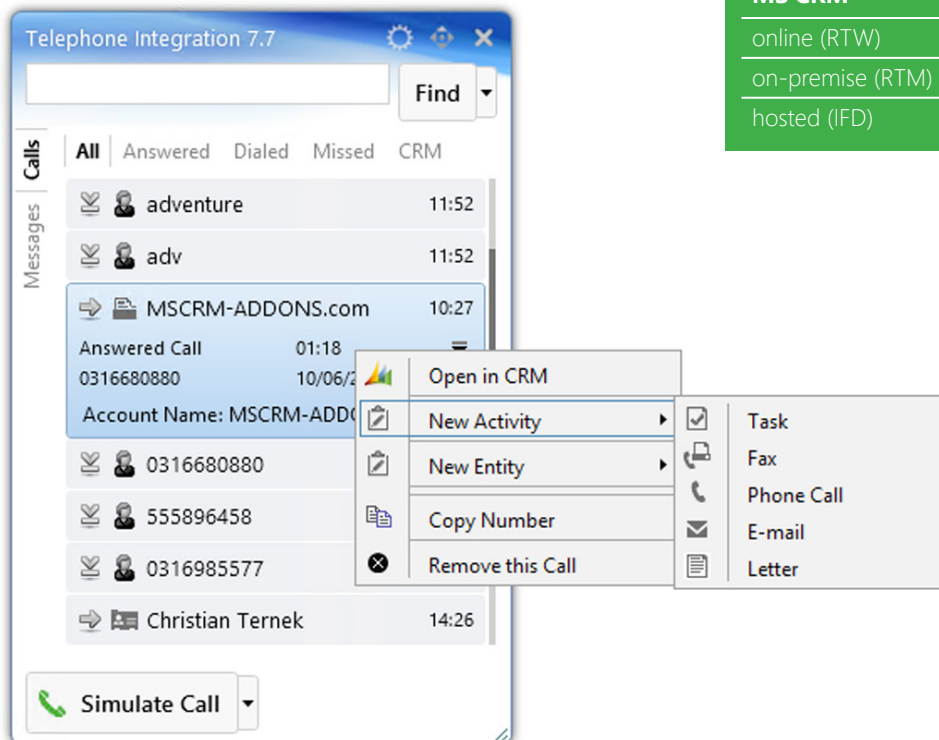
MS CRM	2015/2016	2013	2011	4.0
online (RTW)	✓			
on-premise (RTM)	✓	✓	✓	✓
hosted (IFD)	✓	✓	✓	

Pricing

	Price		Support & Maint *	
TI-Server (incl. 5 CALS)	$	800	$	155
TI-Client CAL	$	140	$	34

*Support & Maint for the first year included and after first year optional.

Microsoft Dynamics

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