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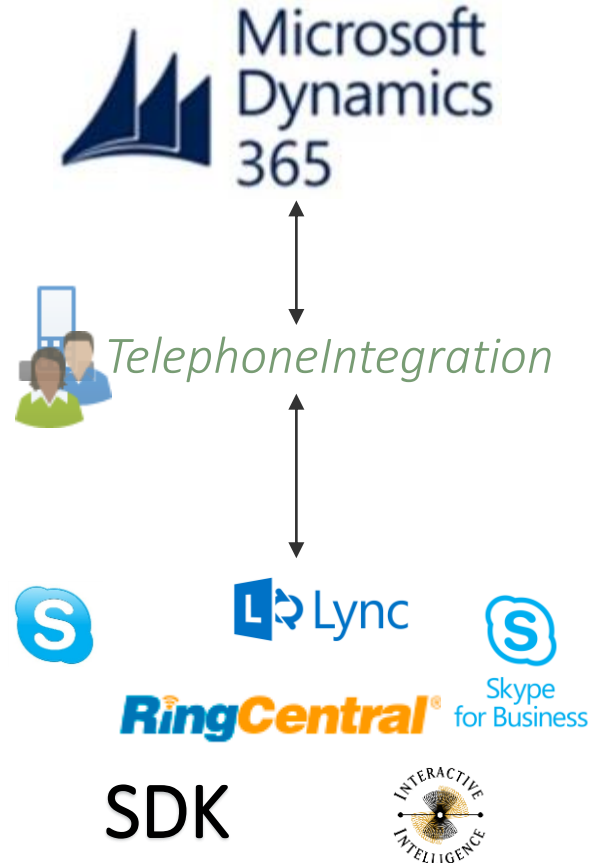
Your company for MS-CRM ADD-ONS!

TelephoneIntegration
for
Microsoft Dynamics 365

Telephone Integration

Connect your phone system(s) to Dynamics 365

- Capture phone calls (incoming and outgoing)
 - Create phone call activities, cases, opps...
 - Screen-pops: Recognize who is calling
- Simplified dialing
 - Click2dial
 - Power-dialing
- Call statistics, Call analysis
 - Utilizing Dynamics 365 Dashboards



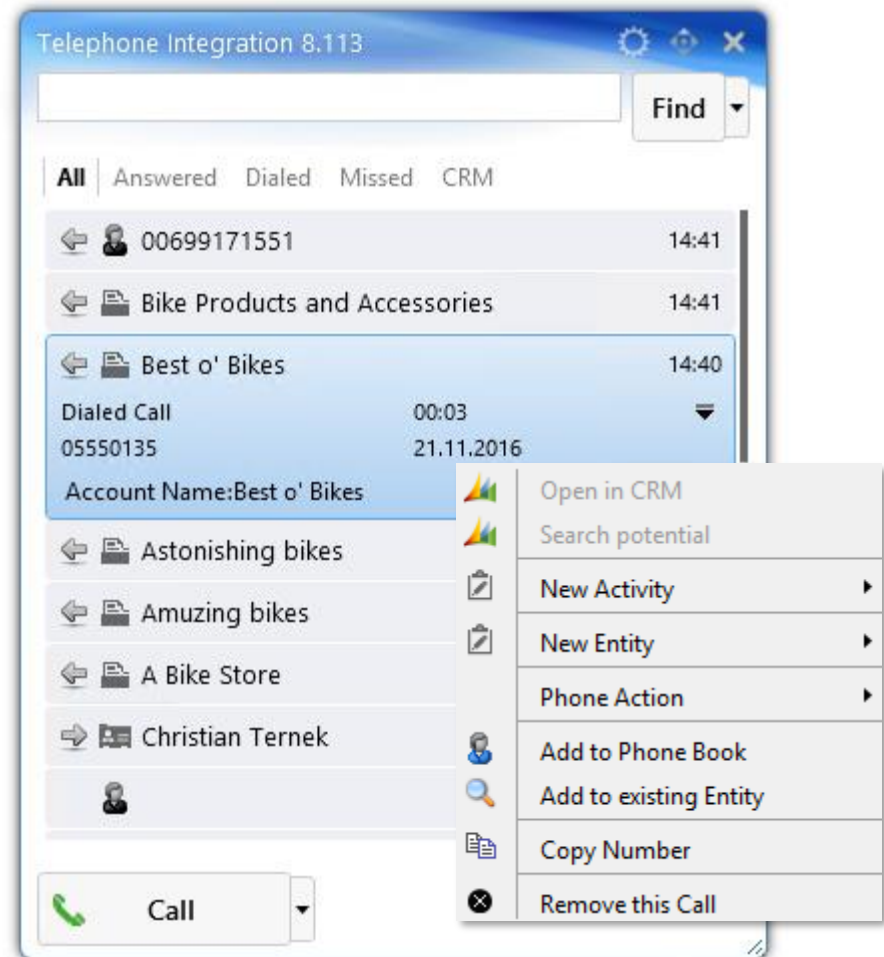
TelephoneIntegration

TelephoneIntegration Components

- TI-Server (Dynamics 365 solutions)
 - Click2Dial inside Dynamics 365
 - Call statistics, Call analysis
- TI-Client

Bridge between phone and Dynamics 365

 - Perform calls / react on incoming calls
 - Dynamics 365-specific operations
 - ✓ Create records (lead, contact)
 - ✓ Create activities
 - ✓ Integrated Dynamics 365-Search
 - ✓ ...
 - Hosts PowerDialing Lists



Power-Dialing

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

Create calling lists using

- Dynamics 365 campaign activities
- PowerDialing-List (new entity)



Call-lists defined in Dynamics 365

- 📞 End of year Offering
- 📞 Key Customers
- 📞 Web-registrations (autofilled)
- 📞 Event-followup
- 📞

SMARTBAR DIALOG + NEW DEACTIVATE DELETE EXPORT TO WORD CREATE DOCUMENT ASSIGN

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 Interactio: Yes

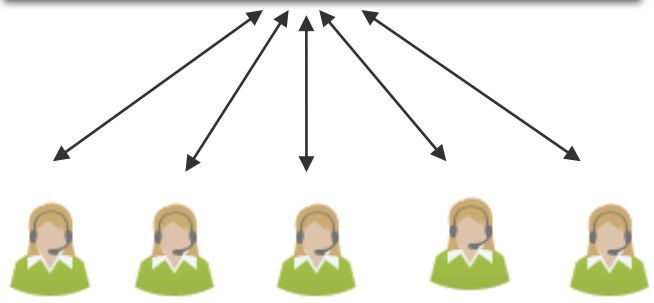
Active No Autoschedule No

PreProcessing Time: -- PostProcessing Time: --

All Phone Calls

Search for records

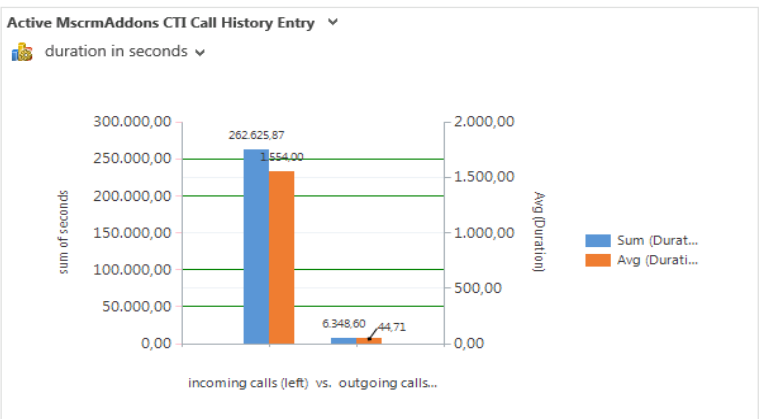
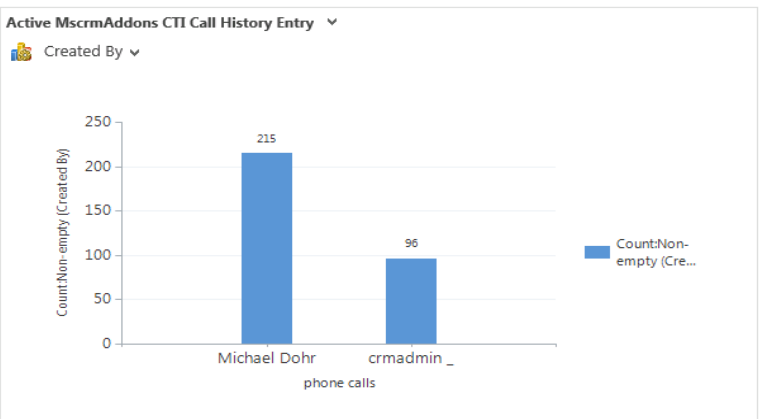
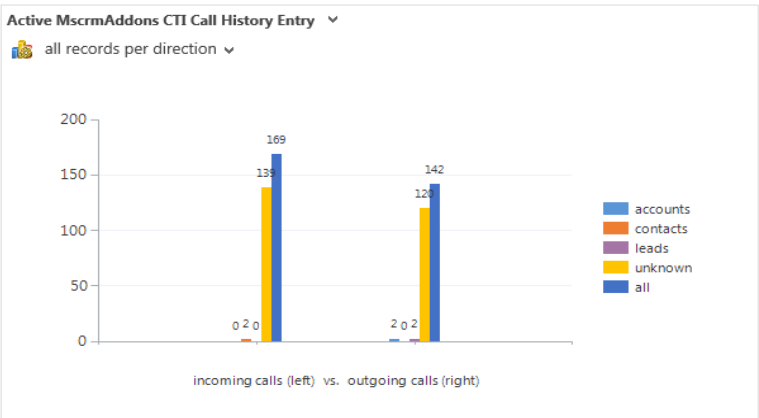
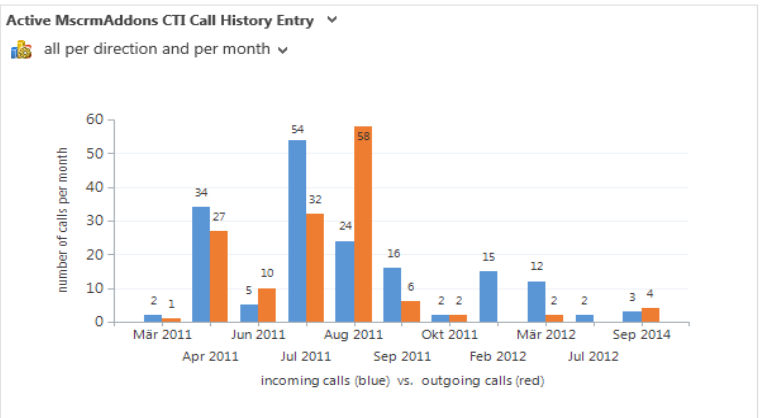
Subject ↑	Call From	Call To	Regarding	Direction	Phone Number	Priority	Dt
Offer end of year discount (10)	Michael Dohr	Aaron Con		Outgoing		Normal	
Offer end of year discount (10)	Michael Dohr	Kayla Stotler		Outgoing		Normal	
Offer end of year discount (10)	Michael Dohr	Karel Bates		Outgoing		Normal	
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

Calls are stored in the Dynamics 365 database & can be analysed using Dashboards

Telephone Integration Overview ▾



Getting Started

On-Premise and IFD Deployments

1. Download TI-Server and TI-Client

On-Premise: <http://www.msrm-addons.com/Downloads>

Online: [AppSource](#)

2. Install TI-Server(single install)

You can install the server component on any PC. It will act as the host to the global configuration and license.

3. Install TI-Client

You will have to install the client on each PC you want to provide the CTI too.

4. That's it! Our solution will run in trial mode for 14 days automatically

If you need an extension for a customer, contact our support team and ask for keys!

Info: <http://www.msrm-addons.com/Products/TelephoneIntegration>

Mscrm-addons.com is fully supporting trials – If you have any questions, don't hesitate to get in touch with our support team via

- Live-Chat (available 17 hours a day)
- Email to support@msrm-addons.com

Retail – Pricing

Telephone Integration License Model

- License Model: **Perpetual**
- *Support & Maintenance is included for the first year.

Component	Price / license	Support & Maintenance*
TI Server (5 CAL's included)	\$ 800	\$ 155
Additional TI-CAL	\$ 140	\$ 34

- License Model: **Subscription**

Component	Price / license and month	Support & Maintenance
Monthly subscription	\$ 14 per user (min. 5)	included
Annual subscription	\$ 11.90 per user (min. 5)	included

Thank You

Resources & Contact

- You can find us on the web at <http://www.mscrm-addons.com>
- Get free trials and additional information on our addons on [AppSource](#)
- Help-Center (Live-Chat, Support): <http://www.mscrm-addons.com/Support.aspx>
- Do not forget we have an awesome blog at <http://www.mscrm-addons.com/Blog>
- Follow us on Twitter: <https://twitter.com/mscrmaddons> or Facebook: <https://www.facebook.com/mscrmaddons>



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