

# Telephone Integration

## for MS Dynamics CRM



**Telephone Integration** 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 overall CTI-package.

### The main user interface - „Balloon“

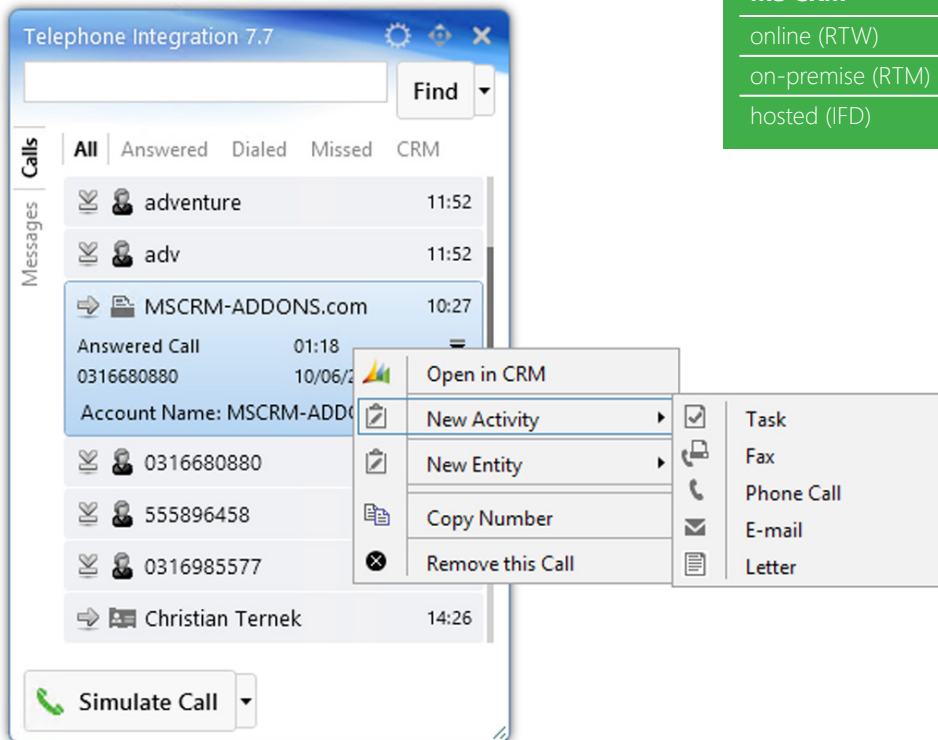
- Call-boxes for all calls with detailed information
- Context-Menu options (CRM-actions) like open/create CRM records or activities
- Integrated „CRM-Search“

### 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)	600 €	120 €
TI-Client CAL	110 €	24 €

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