

# Hold shorter calls while delivering a personalised customer experience

## Be more productive at work with less effort

- ✔ Dynamics 365 screenpop gives agents access the callers details at the moment the phone rings
- ✔ Automatically logs call history in Dynamics 365
- ✔ Gives total control of your inbound process while improving your first call resolutions rate
- ✔ Empower your staff with Phone controls in Dynamics 365, answer, hold, transfer, hang up, conference etc.
- ✔ Auto create links to call recording in Dynamics 365 for easy access or connectivity to Microsoft Call Intelligence.

## Dynamics Telephony - A Unified Solution

Put your customer information and phone controls in one place - in Dynamics 365

All statistics on the outbound & inbound activity are available in Dynamics 365 using standard reporting and dashboard features

Click to dial allows any number to be called from Dyanmics 365

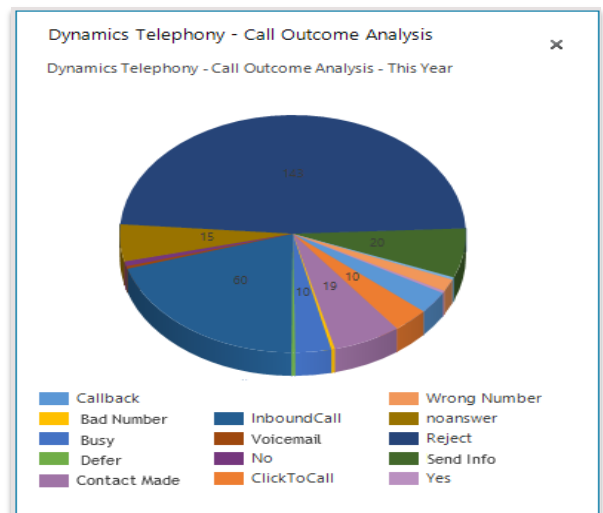
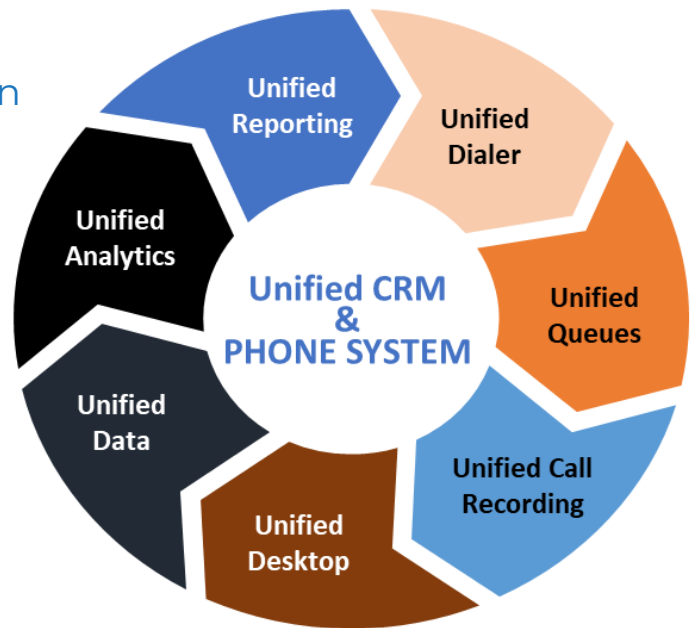
Schedule Call-back with reminder popups- Never miss an opportunity.

Leave pre-recorded announcements or messages at the click of a button when you are put through to voicemail, saving time/money.

## Call Outcome Analysis

Efficiently taking action after every call is mandatory for success.

Use call outcomes to trigger workflows that automate your sales process and follow up activity e.g send email, promote to opportunity etc.



**“Call handling efficiency has increased by 30% due to the integrated nature of the solution provided, the ability to schedule workload, and the ease of use of Dynamics Telephony”**

*IT Manager, Acorn Insurance*

