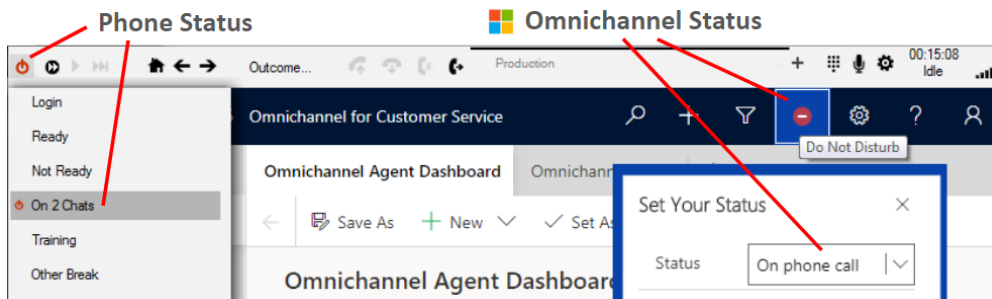
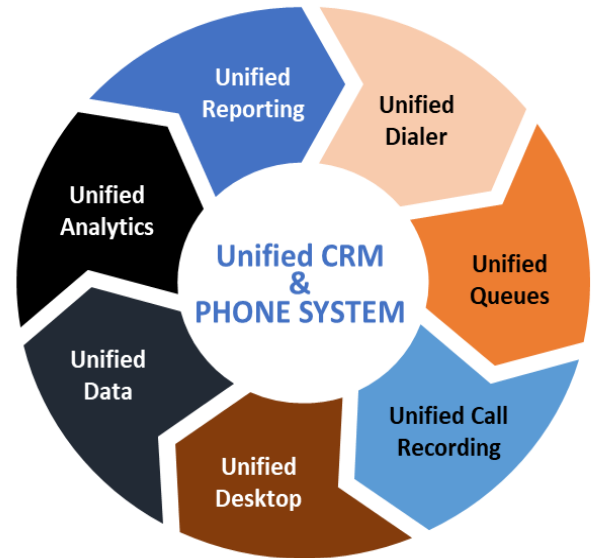


# PHONE SYSTEM

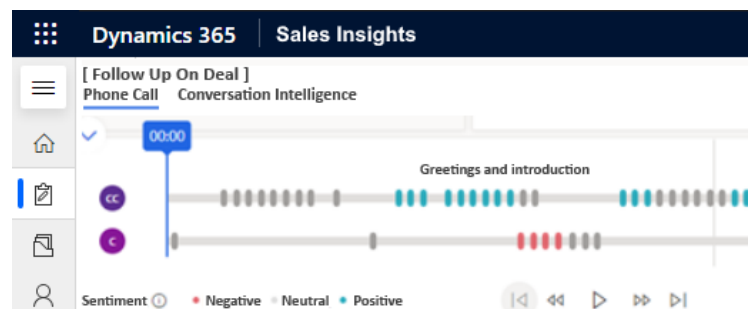
## A unified, secure and flexible phone system for Dynamics 365 users

- ✓ Having your telephony system and CRM in one application enables the true vision to be realised where ultimate efficiency joins innovative features
- ✓ Spend less time interacting with CRM and your phone system and more time focused on talking to your customers
- ✓ The CRM integrated dialler increases outbound calling by up to 40%
- ✓ Use CRM data to route calls, e.g. give priority based on their value in CRM, makes good business sense
- ✓ Dynamics 365 integrated with blended voice and Omnichannel provides a seamless user experience in one application



### PHONE SYSTEM makes it refreshingly simple to communicate and collaborate for example:

- Call Recordings with a link to listen in Dynamics 365 (Stored to Azure option)
- Conversation Transcript- stored in the phone call in Dynamics 365 activity
- Personalized IVR- based on the callers status in Dynamics 365.
- Easily review customer conversations in Conversation Intelligence
- Callers can be offered a call-back which is recorded in Dynamics 365
- Transfer the CRM record and the voice call with one click in Dynamics 365
- Select a pre-recorded message to leave in Prospects voicemail, save time and auto-logs to CRM
- Chat & voice blended in Dynamics 365 with full reporting



## Unified CRM & Phone System for Dynamics 365 Users