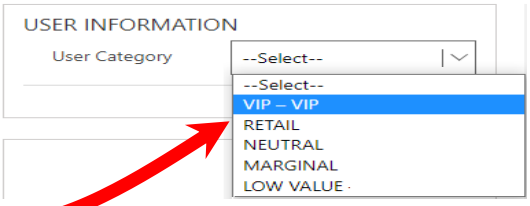
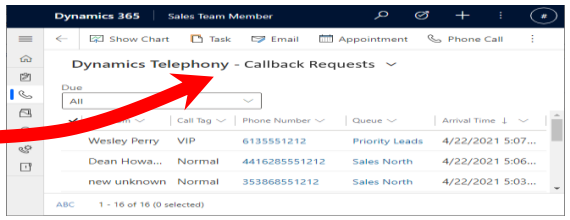
Dynamics Telephony | freePBX Integration for Dynamics 365

Accelerate & control inbound & outbound calling with Dynamics 365 FreePBX integration

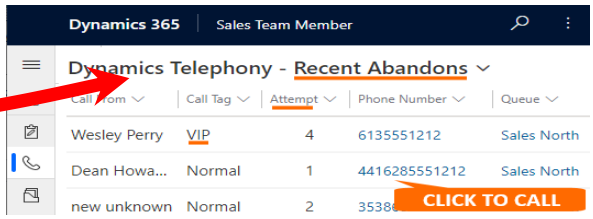
Be more productive at work with less effort



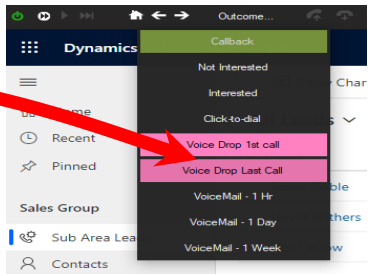
- Customer information and phone controls in one place with screen pop - in Dynamics 365
- Route and prioritise callers based on their Dynamics 365 data



- Don't lose customers that call during busy periods, offer them a callback option while waiting in the queue
- Offer your customer the option to leave a voicemail, which can be automatically set-up in the callback queue



- Don't lose your callers who hang up while waiting to be answered – automatically add their numbe to a callback queue
- Customer answers local numbers quicker- assign local numbers to campaigns



- Save time on unanswered calls – leave a pre-recorded message and move to next call.
- Single easy to use interface for users to join or leave inbound queues with real time stats per queue.
- Dynamics Telephony CRM embedded dialler automates the whole outbound calling process.

A Flexible Solution

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

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

Dynamics Telephony logs all call activity in Dynamics 365 allowing you to create your own dashboards and reports.