

inContact Dynamics CRM Essential

Reduce Misdials and Decrease Average Agent Handle Time with Integration to Microsoft Dynamics CRM

The inContact Dynamics CRM Essentials Bundle includes all the features of our Click to Dial and Screen Pop Integrations plus call log files linked to call activity records and entities in CRM. Click a configured phone number in CRM to start an outbound phone call. For inbound calls have CRM help search and pop the appropriate CRM records. When a call is logged the recording file can automatically be made available in CRM associated with a contact or call record.

Reduce mistakes and misdials while decreasing your average agent handling time with CRM integration. Leverage the power of Microsoft solutions to improve efficiency.

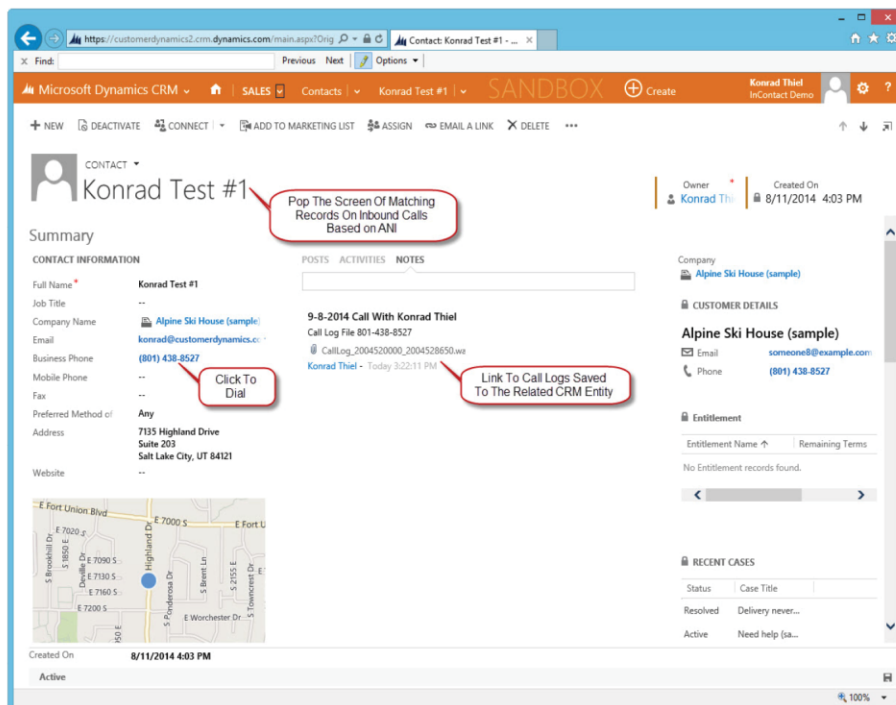
A call center with agents taking only 6 calls in an hour can see an ROI in less than six months.

Benefits:

- Reduce Agent Handling Time
- Click-To-Dial From CRM forms
- Auto Link Call Log Recordings
- Screen Pop Based on ANI
- Auto Search on Multiple Match
- New Contact on No Match
- Auto Populate Call Note Fields

Features:

- On-Premise or Online Ready
- CRM 2011 or CRM 2013
- +20 hours Professional Services
- Advanced Case Management
- Advanced Campaign Management



This package is intended to cover the basic screen pop, Click to Dial, and call logging scenario and comes bundled with 20 hours of Professional Services to ensure scripts are adjusted, configured and deployed correctly in your environment. Click to Dial will be applied to all standard phone number fields in the Lead, Account and Contact entities. Contact lookup and resulting screen pop will be based on standard domestic ANI lookup. Custom search behavior, user defined phone fields, actions, or other special business logic can also be handled but will be quoted separately.