**TelephoneIntegration** 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 overal CTI-package.



- Lync chat integration
  (connect messages with CRM records)
- Power-Dialer (based on campaign activities)
- History Analyze and improve calling times inside CRM

2011 4.0

• Call from related records

				MS CRM	2015/2016	2013
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		Find -		on-premise (RTM)	$\checkmark$	✓
				hosted (IFD)	✓	✓
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	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.					



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## 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