

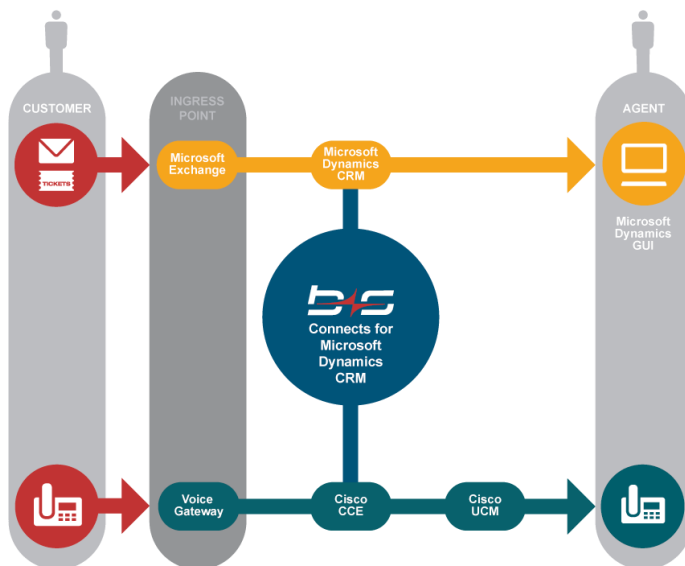
## Connects For Microsoft Dynamics CRM® - CCE Edition

### Enabling Cisco's Unified Contact Center Enterprise (CCE) to route multichannel interactions to agents using Microsoft Dynamics CRM

b+s Connects for Microsoft Dynamics CRM® – CCE Edition is an out-of-the-box integration between the Cisco Contact Center and Microsoft Dynamics CRM that allow agents to handle multichannel interactions and manage their state, all within a gadget connected to the Microsoft Dynamics CRM GUI.

b+s Connects for Microsoft Dynamics CRM® improves contact center efficiency by enabling Cisco's CCE to act as the single routing engine for voice and MS Dynamics CRM email. b+s Connects for Microsoft Dynamics CRM® also allows Cisco's CCE to track agent availability and multichannel interactions for Unified Queuing and reporting.

When it comes time to choose a contact center integration technology, management demands solutions that are feature-rich, easy-to-use, and cost effective. Similarly, IT managers seek solutions that are easy to implement and simple to maintain. b+s Connects for Microsoft Dynamics CRM® – CCE Edition is a pre-integrated package offering the functionality demanded by today's contact centers.



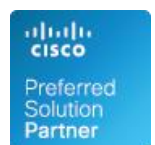
#### Product Highlights

- Designed for **multichannel** contact centers
- Browser-based gadget that means **no desktop installation is required**
- Voice implementation that requires **no additional hardware**

#### Key Benefits

- **Configurable screen pops:**  
b+s Connects for MS Dynamics CRM® reduces handle time, speeds issue resolution and enables faster processing of customer requests by providing agents with flexible screen pops of customer information from the moment the interaction arrives. This cost savings alone can provide a rapid and significant return on investment (ROI)
- **Pre-integrated solution** that provides quick and reliable deployment and lowers implementation costs
- **Populates MS Dynamics CRM call activities with data from the Cisco Contact Center** such as date, time, duration, ANI, call type, wrap up reason, and so forth. Agents and supervisors can access MS Dynamics CRM to see what happened on every call

Gold  
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General Product Features	Voice Features	Multi Channel Features
<ul style="list-style-type: none"> <li>• Agent state control – sign in, sign out, ready and not ready with reason</li> <li>• Search contacts by typing part of a name or number into the gadget</li> <li>• Configurable toolbars inside the gadget provide additional functionality (e.g. call history)</li> <li>• Encryption and security via HTTPS</li> <li>• Hot standby redundancy for voice channel</li> <li>• Pop up window outside of the gadget allows agents to view and answer calls even when Microsoft Dynamics CRM is minimized or hidden</li> </ul>	<ul style="list-style-type: none"> <li>• Call control – answer, hold, conference, retrieve and hang up</li> <li>• Transfer with screen pop</li> <li>• Agent-to-agent screen sharing</li> <li>• Call detail logged inside of Microsoft Dynamics CRM</li> <li>• Activity comment field inside of the gadget</li> <li>• Auto wrap-up and wrap-up with reason</li> <li>• Click-to-dial phone numbers in Microsoft Dynamics CRM records</li> <li>• Speed dial buttons</li> <li>• Support for Cisco Outbound Option</li> <li>• Support for Cisco Mobile Agent</li> </ul>	<ul style="list-style-type: none"> <li>• Utilize Cisco's Contact Center to route and report on native Microsoft Dynamics CRM email</li> <li>• Task control - accept, reject, pause, resume, and end</li> <li>• Manage multiple, simultaneous emails</li> </ul>

The screenshot displays the Microsoft Dynamics 365 interface for a contact named Bill Jones (Customer). The contact's summary information is visible, including their job title as Purchasing Manager and their address in Bern, Switzerland. A call log overlay is shown on the right side, detailing a recent call on 2018-04-18 at 15:23:57. The call log includes fields for Call type (Talking), Call activity log, and Customer information (Language: English, Dep: Service, AccountID: 7016). The interface also shows a 'Pop-up of selected record' and 'Agent state control' annotations.