

Connects for Microsoft Dynamics CRM® – USD

Route Cisco Unified Contact Center interactions to agents with Microsoft Dynamics CRM® – USD

Easy: this out-of-the-box, feature-rich integration between Cisco Contact Center and Microsoft Dynamics Unified Service Desk provides agents with state and call control within the USD Client GUI. Best of all, it does this without any additional hardware.

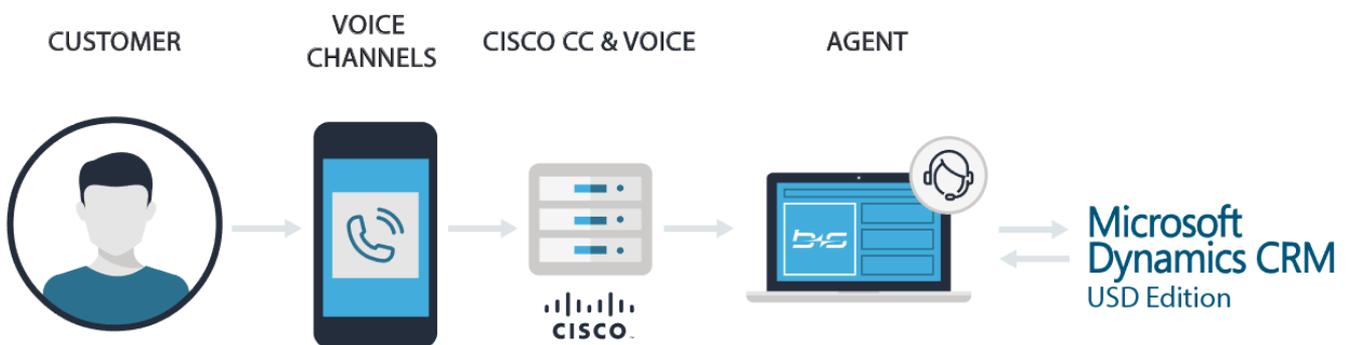
Agile: agents can answer, transfer, and conference telephone calls all within the b+s Connects for Microsoft Dynamics CRM® – USD gadget. The system will also log call record details into the CRM so agents and supervisors alike can quickly track and respond to customer service issues.

Responsive: with Caller Entered Digits (CED), IVR, or caller ID data, look-ups are fast and relevant. On telephone call arrival, the gadget instantly pops customer data to the USD GUI to facilitate CRM information retrieval and customer journey tracking. This full CTI functionality will drive contact center efficiency and reduces costs, which will produce customer satisfaction and business profit.

Intelligent: agents can manage their state within the b+s gadget and the Cisco Contact Center keeps track of agent activity so it knows which agents are available to answer calls. This ensures agents can execute effective customer transfers and that supervisors can dynamically track contact center capacity and workflow.

Key Benefits

- Voice implementation that requires **no additional hardware**
- **Configurable screen pops:**
In contact center interactions, speed is king, and speed means ROI. With faster handle time, faster issue resolution, and faster customer request processing, agents are empowered from the moment the call begins.
- **Pre-integrated solution** provides quick and reliable deployment, which lowers implementation costs.
- **Populates MS Dynamics CRM call activities with data from the Cisco Contact Center** such as date, time, ANI, and so forth. Agents and supervisors can access MS Dynamics CRM to understand what happened on every call



Gold
Microsoft
Partner





Unified Service Desk

Dashboard (Global) Alex Wu - Columbus

ACTIVITIES

NEW DEACTIVATE CONNECT ADD TO MARKETING LIST ASSIGN TO EMAIL A LINK DELETE PROCESS GLOCODE

CONTACT * Alex Wu

Pop-up matched contact

Call activity log

Agent state control

Toolbar call control

Sidebar call control

bsConnectsSidebar KB Search

Summary

CONTACT INFORMATION

*Full Name: Alex Wu
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 Fax:
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POSTS

ACTIVITIES

NOTES

RECENT OPPORTUNITIES

Type	Est. Revenue	Est. Close Date	Act
Portable Computing	2'000'000.00 \$	27-07-2017	
Expressed interest in...	10'568'900.00...	05-05-2017	
Audio Output	0.00 \$	25-05-2017	
Audio Format	0.00 \$	05-05-2017	

RECENT CASES

Case Title	Case Number	Priority
No Cases found for the Contact. Select Add (+)		

ENTITLEMENTS

Entitlement Name	Status
No Entitlements found for the Contact. Select Add (+)	

bsConnectsSidebar

KB Search

1 2:45 343020

2 2:45 343011