

# Accelerate & control inbound & outbound calling in Dynamics 365

## Be more productive at work with less effort

- ✔ Dynamics Telephony is the smart way to make lots of sales calls with Dynamics 365
- ✔ You get total control of your inbound/outbound sales process while improving your contact rate by as much as 40%
- ✔ Lower your call handling time
- ✔ Never miss a follow up call

### Dynamics Telephony for...

- ✔ Inside Sales Calls
- ✔ Web Leads Campaigns
- ✔ Debt Collection
- ✔ Appointment Booking
- ✔ Cross /Up Selling calls
- ✔ Customer Service calls
- ✔ Survey/Market research

## Dynamics Telephony - A Flexible Solution

Dynamics Telephony improves your conversion & contact rates by up to 40% which in turn has a positive effect on revenue.

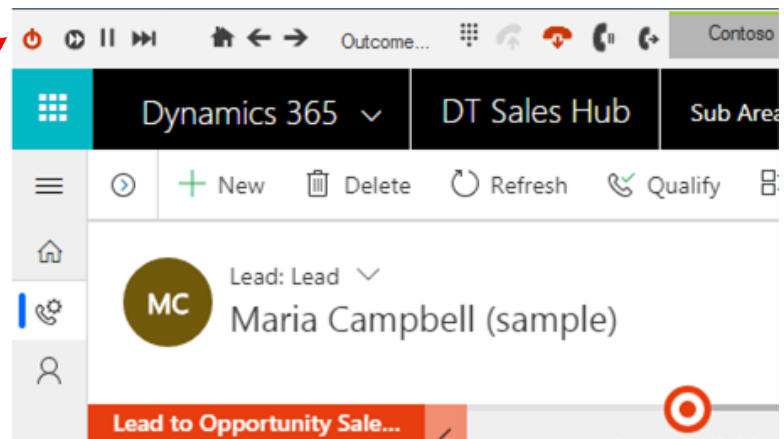
Put your customer information and phone controls in one place - in Dynamics 365

Dynamics Telephony CRM embedded dialler automates the whole outbound calling process.

Dynamics Telephony logs all call activity in Dynamics 365 for dashboards and reports.

Call-back scheduling is automatic for busies and no answers - Never miss an opportunity.

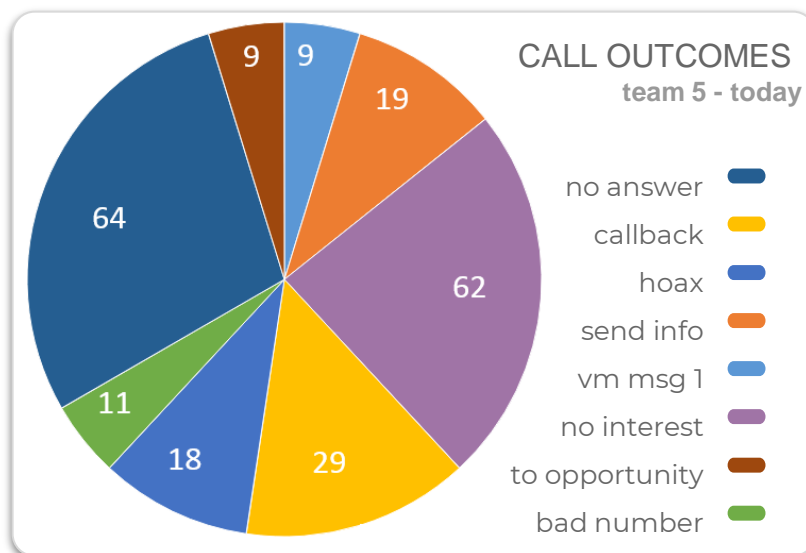
Leave pre-recorded announcements or messages at the click of a button when you are put through to voicemail, saving time/money.



## Dynamics Telephony - Call Outcome Analysis

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.



**“Call handling efficiency has increased by 30% due to the integrated nature of the solution provided, the ability to schedule workload, and the ease of use of Dynamics Telephony”**

*IT Manager, Acorn Insurance*

