



# CRMAddins CTI for Microsoft Dynamics CRM.

## Overview.

CRMAddins CTI is an integrated Addin module that allows you to make and record both inbound and outbound calls from CRM automatically creating a telephone activity and associating it with known callers as well as allowing incoming calls from unknown caller to be created for saving against a record once it have been created.

- You can make calls directly from a CRM record that has telephone fields
- You can track the calls that are made or received
- Easy to use
- Configurable for exact number matching
- Configurable for when a CRM activity is created, of call being made, call being answer, call being completed.

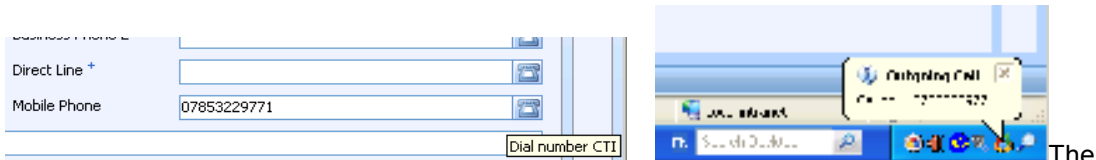
## CRM Versions supported.

Full support of all versions of MSCRM 4 (Workgroup/Professional and Enterprise), both 32 and 64 bit deployments.

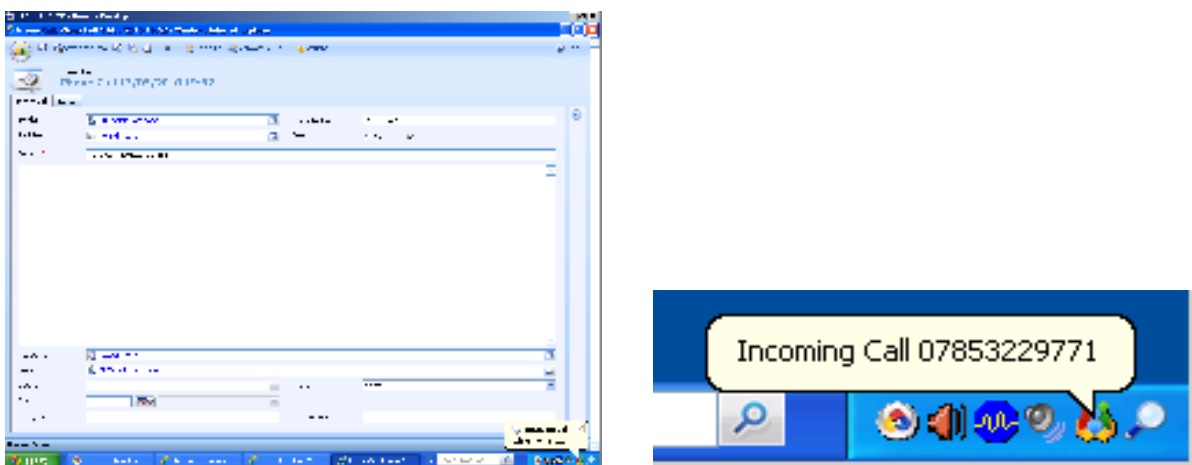
## Main Features of CRMAddins CTI

CRMAddins CTI for MS CRM 4 will allow you to click to dial to make outbound calls and automatically create a phone call activity.

To place a call, select the click to dial icon at the end of the number.



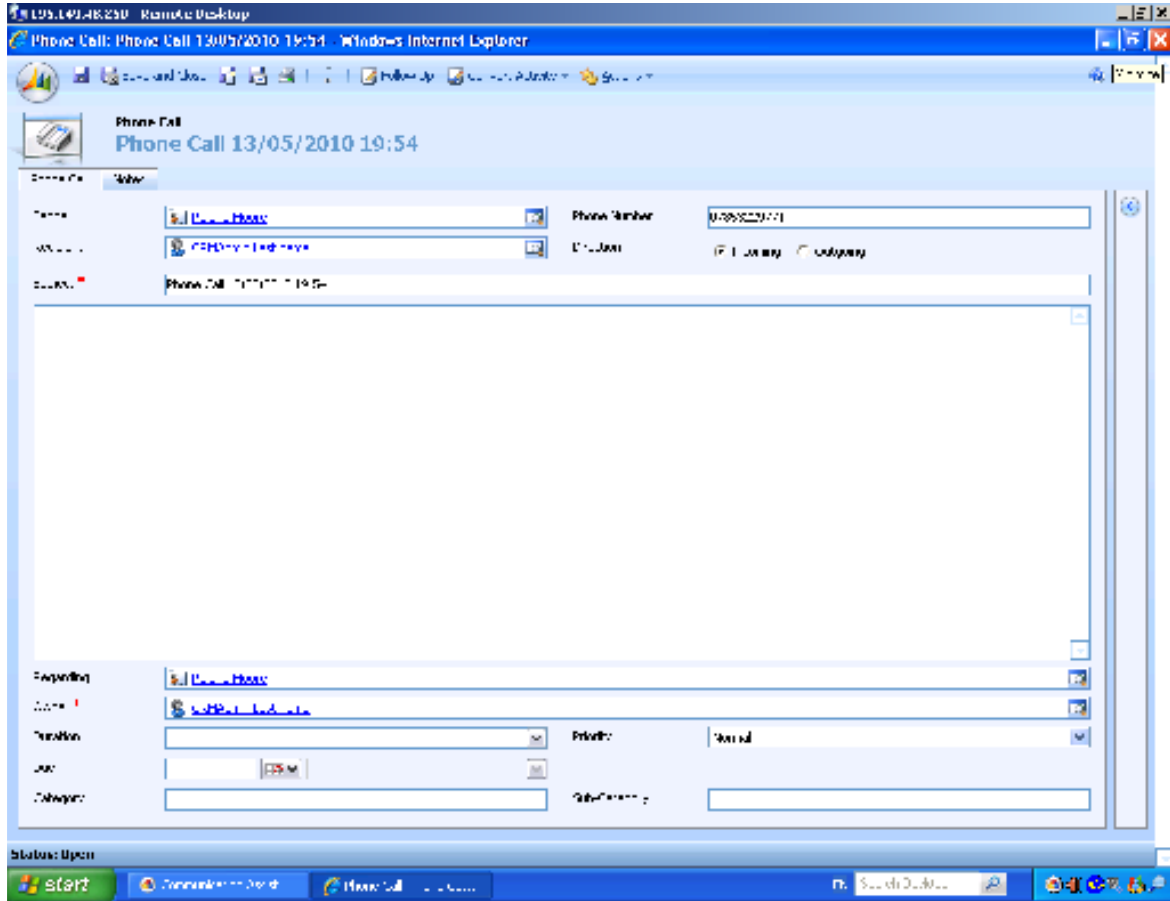
When the call is answered a phone call activity will be created.



Receive inbound calls and automatically create phone call activities.



When a call is placed to the user the Phone system will present the call to be answered and the CTI application will display that an inbound call is taking place, this will happen even if CRM is not running.



When the call is answered a CRM Phone Call activity is created and populated.

### **Trial Versions.**

A free trial version is available for use with the Microsoft demonstration company 'Adventure Works Cycle', please send an email to [info@crmaddins.co.uk](mailto:info@crmaddins.co.uk) requesting your trial for the demonstration company and we will contact you to get your trial set up.

30 day trails can be requested for use on your own system, please send an email to [info@crmaddins.co.uk](mailto:info@crmaddins.co.uk) requesting your trial and we will contact you to get your trial set up.

### **Partner program.**

A partner program is available to all Microsoft partners who wish to resell CRM Auditor to their clients, please send enquiries to [partners@crmaddins.co.uk](mailto:partners@crmaddins.co.uk), requesting more information on our Partner Program.