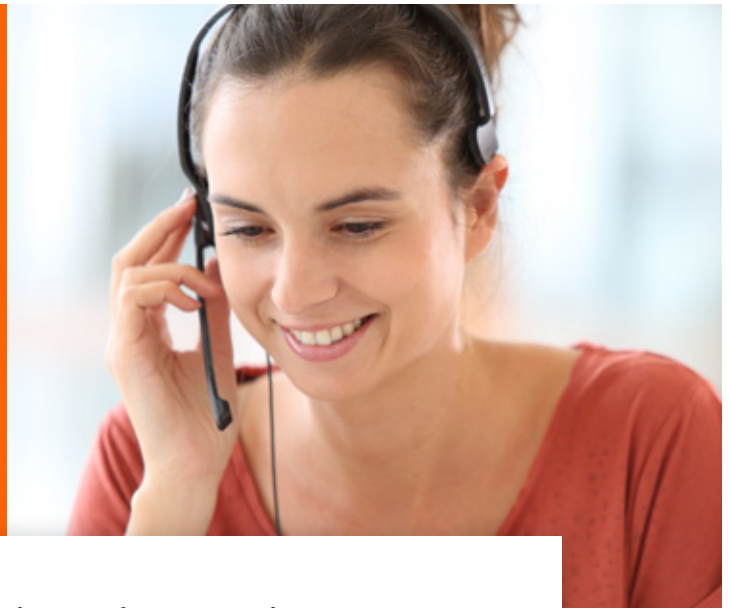# talkdesk®

Talkdesk for Microsoft Dynamics

Improve agent productivity and optimize your contact center operations by integrating Talkdesk with Microsoft Dynamics

"Talkdesk's integration with Microsoft Dynamics 365 provides all agents with quick access to client information while on the phone, allowing for more personalized conversations and faster resolutions."

– COGNOSANTE CUSTOMER SUCCESS STORY

Talkdesk for Microsoft Dynamics pairs the power of Talkdesk with Microsoft Dynamics CRM to boost efficiency, streamline operations and provide customers with highly personalized engagements. Automatically synchronize contacts, cases, and activities between Microsoft Dynamics and Talkdesk in real time, so agents always have the most up-to-date information and can personalize every customer interaction.

Eliminate Manual, Repetitive Agent Work

Take advantage of pre-built and customizable automations that eliminate the need for agents to manually update two different applications.
• Automate agent tasks, such as updating a case after a call ends
• Stay on top of contact center events with automated alerts and notifications
• Improve agent productivity

Personalize Every Interaction

Leverage contextual information in real time to tailor every conversation to the customer or prospect's unique interaction history with your business.
• Present caller information to agents as soon as the call comes in
• Improve first-call resolution and reduce average handle time
• Increase customer satisfaction

Ensure Data is Always Up-to-Date

Talkdesk for Microsoft Dynamics guarantees your contact center and CRM data is constantly synced, ensuring agents have the most accurate information they need to create unique experiences for each customer.
• Synchronize data between Talkdesk and Microsoft Dynamics to ensure systems are accurate and up-to-date
• Customize the data that is synchronized between Talkdesk and Microsoft Dynamics according to your business needs
• Guarantee data cleanliness

Features

- Time-saving Automations
- Two-way Data Sync
- Single Sign-on
- Screen Pops
- Quick and Easy Setup