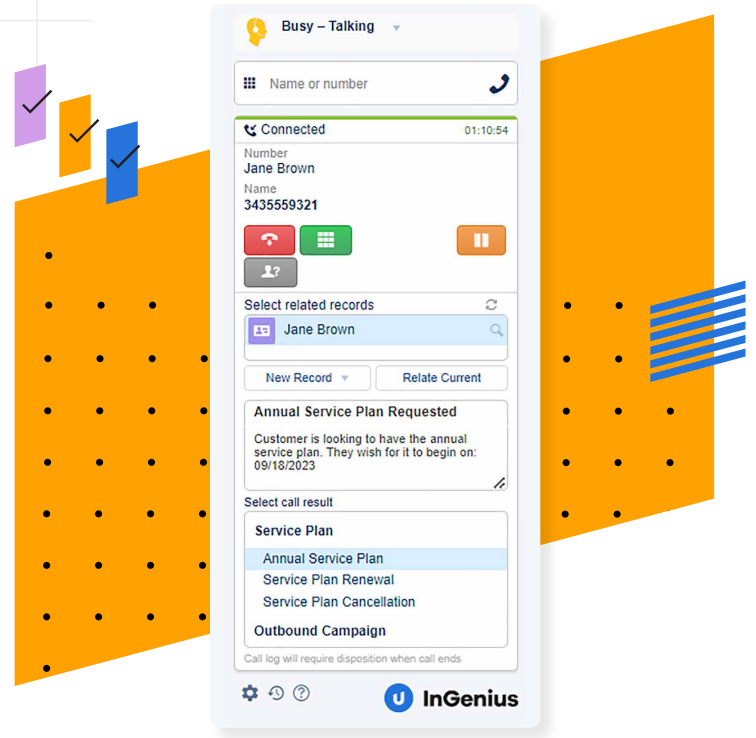
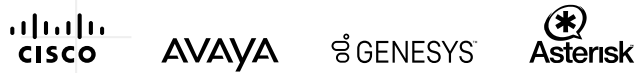
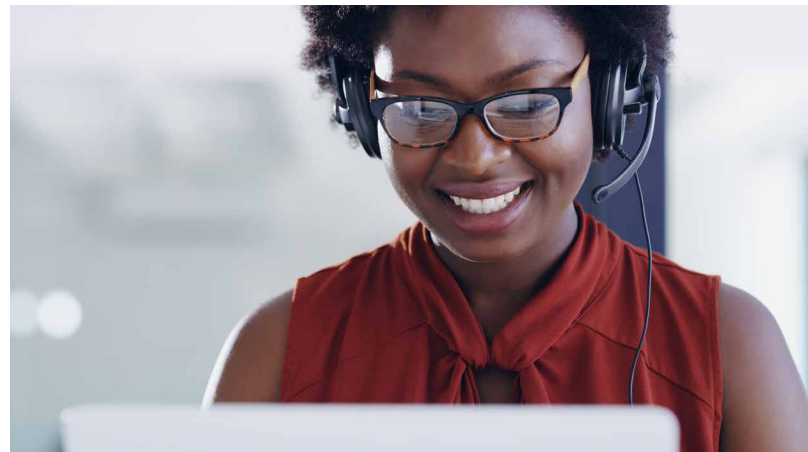




Integrate your existing phone system into Microsoft Dynamics 365



InGenius easily adapts to the unique CRM and telephony workflow requirements of different organizations.



Supported products

Microsoft Dynamics 365 online apps utilizing the Channel Integration Framework with the following supported phone systems:

- | Cisco
- | Avaya
- | Genesys
- | Asterisk

InGenius innovates with Microsoft

InGenius is a published app on Microsoft AppSource.

- | Supports both single-session and multi-session apps, including Customer Service Workspace.
- | The InGenius team commits to continuous innovation with Microsoft Dynamics 365.

World-class contact centers choose InGenius to drive agent productivity.

Key features:

Click-to-Dial

Dial automatically when any phone field is clicked.

Screen Pop

Quickly show caller information before a call is connected.

Automated Call Logging

Rapidly add call notes with configurable log templates and wrap-up codes.

CRM Screen Transfer

Easily share information and related objects with transferred calls.

Click-to-Create a Case

Create a new case and relate it to a caller automatically.

Intelligent Dialing

Connect successfully no matter what area or format phone numbers are in.



Why InGenius?

Enterprise Proven

No desktop install required, centralized user management, simultaneous integration with multiple phone systems.

Flexible

Advanced configuration with existing call queues, routing, IVR and workflows.

Secure

Infrastructure designed to keep information secure, and meets all the PCI compliance requirements.

Experienced

Access to experts with extensive experience on connecting telephony to your CRM, backed by a customer focused roadmap to lead in the CTI evolution.



Ready to connect your Microsoft 365 CRM to your phone system?

[Request a consultation](#)