

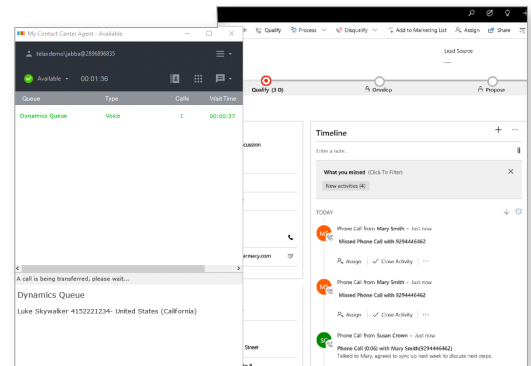
# Intermedia™ Contact Center for Microsoft Dynamics™ 365



## INTEGRATE INTERMEDIA CONTACT CENTER WITH DYNAMICS 365 TO DELIVER A MORE PERSONALIZED EXPERIENCE TO EACH CUSTOMER.

### Features:

- **Log call details:** Easily annotate and capture key details from a call and save them to the customer's account.
- **Screen pops:** Pull up existing customer account record from incoming calls.
- **Record calls:** Capture audio and screen recordings of interactions with customers and automatically store them in their account record within Dynamics 365.



### Benefits:



#### Improve customer journey:

Access relevant customer data at the right time to deliver a more personalized experience to each customer.



#### Increase productivity:

Embed Contact Center functionalities into everyday business applications to streamline workflows and maximize agent efficiency.



#### Easy to use:

Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs.

Intermedia Contact Center for Microsoft Dynamics 365 is only available for Intermedia Contact Center Pro and Elite plans.



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