

# 8x8 Contact Centre for Microsoft Dynamics 365

## Improve Productivity and Enhanced Experience

8x8's easy-to-deploy integration with Microsoft Dynamics 365 enhances your team's effectiveness by creating one system of engagement. The combination enables agents to communicate and manage customer information within Dynamics 365. The results are increased productivity for your agents and a more personalised experience for your customers.

**“Our 8x8 solution can handle any kind of customer contact: phone, online, chat, voicemail, email. Customers get to choose how they want to communicate, and we're able to give each of them the excellent service they deserve.”**

–Uf Tukul,  
Co-President and Founder of WMPH Vacations

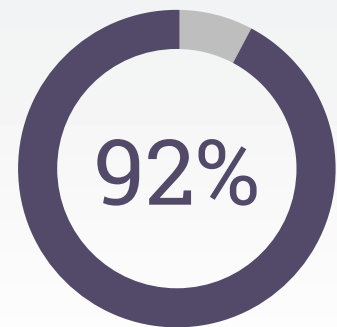
## Key Benefits

### Enhanced user experience

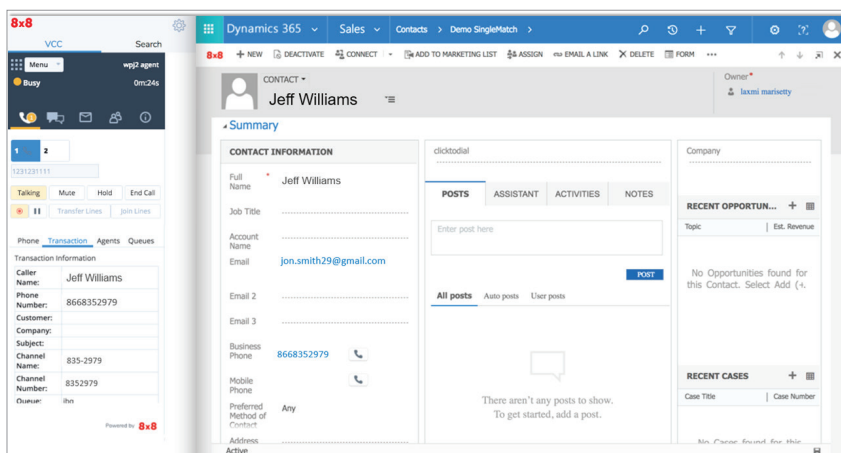
Auto call logging and screen pops with caller information as the call arrives provides context for every conversation and hence better experience.

### Increased productivity

Integration gives the user all relevant information in one place and increasing first-call resolutions.



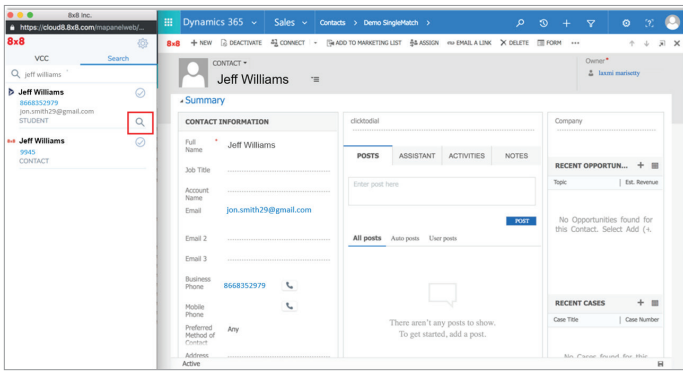
of all the customers interactions happen over the phone.<sup>1</sup>



### Instant identification as the call arrives

Window pop with records related to the caller, along with the interaction history for context before even accepting the call.

<sup>1</sup>8x8 UK Customer Survey, 2016

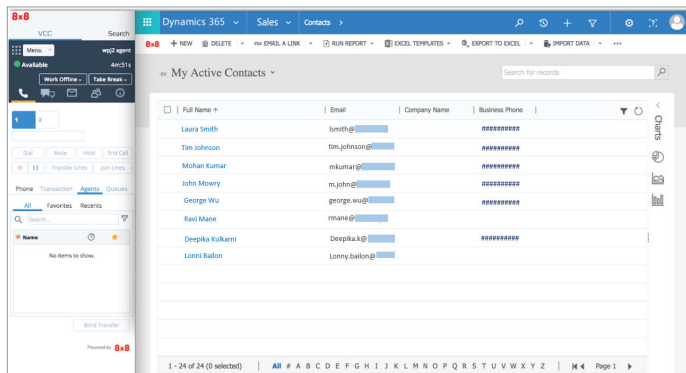
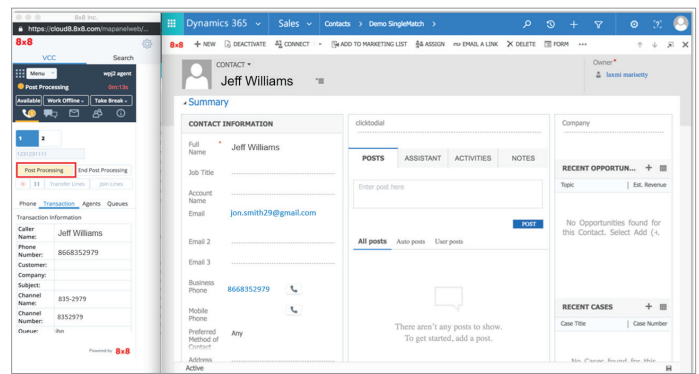


## Integrated search

Easy to search records with fields including name, contact number, lead, opportunity and corporation.

## Auto call logging for easier follow-ups

Accurately store call logs, agent notes, and post-call processing for workforce management and future communications.



## Contact centre and CRM on a single platform

Record, merge, transfer, hold and resume calls right from the Dynamics 365 interface along with managing emails and chats.

## 8x8 Cloud Contact Centre

X Series delivers the best set of cloud communications features for your business. X Series means integrated phone, meetings, collaboration and contact centre to address your most important asset—your customers. All delivered with 8x8's class-leading voice quality, uptime and security compliances.

Whether you are running a startup or large enterprise, you can waste valuable time and money maintaining and managing an inefficient contact centre solution. Outdated premise-based technology only gets in the way of keeping your customers happy. 8x8 can help. Our cloud contact centre solution enables you to deliver a customer experience that differentiates your business from the competition. To learn more about our cloud contact centre, click [here](#).