

Increase Productivity and Reduce Response Time

8x8 and Tenfold partnered in 2017 to help companies grow revenue by enhancing prospect and customer interactions, providing a framework for sales, service and support best practices, increasing organisational technology adoption and offering high-level actionable analytics.



8x8 Virtual Office with Tenfold integration helps your team measure and reduce response time to inbound leads through its native connection to Microsoft Dynamics helping improve conversion rates and capture more value on marketing spend.

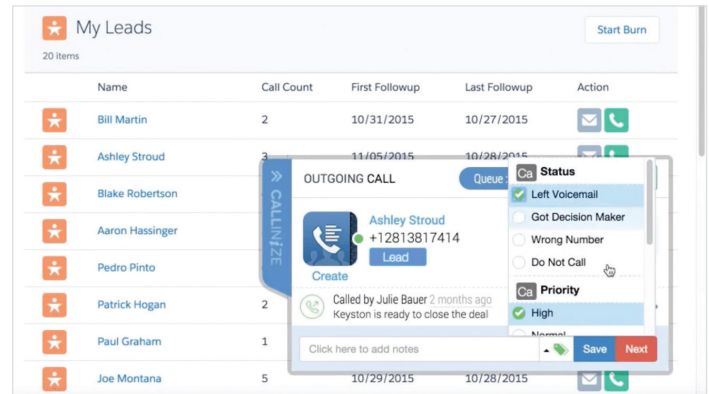
Tenfold integration also enables click to dial on any phone number in Microsoft Dynamics, eliminating time spent manually dialing numbers. Tenfold automatically logs all of your calls with accurate call data, letting reps immediately move on to the next call and ensuring data integrity.

How It Works

Tenfold seamlessly connects 8x8 Virtual Office with Microsoft Dynamics in a matter of minutes, allowing organisations to capture every customer and prospect interaction, increase productivity, reduce response time and build better relationships.

Features

- Native integration via Microsoft Dynamics REST API
- Click-to-dial on any page
- Caller info screen pop
- Log inbound/Outbound calls automatically
- Easy note-taking on any page in your browser
- Relate to opportunities, cases and custom objects



Capabilities

- Send email or invite to video conference
- Write notes or cc colleagues using @mentions
- Automatically create follow up tasks
- Log call dispositions/Update fields
- Log calls against cases/Opportunities
- Review call activities
- Include social profiles
- Add contact photos

Advanced Data and Reporting

- Advanced analytics dashboard and reporting
- Company wide, team-based and user analytics
- Real-time and historic data
- Total calls/Talk-time
- Average talk time
- Connect rate by hour
- Lead response time
- Gamification/Leaderboards
- Embeddable reporting inside Microsoft Dynamics

For more information, call **1800 854 171** or visit **8x8.com/au**