

Cisco Unified CallConnector for Microsoft Dynamics CRM

Cisco® Unified Communications is a comprehensive IP communications system of voice, video, data, and mobility products and applications. It enables more effective, more secure, more personal communications that directly affect both sales and profitability. It brings people together by enabling a new way of communicating—where your business moves with you, security is everywhere, and information is always available...whenever and wherever it is needed. Cisco Unified Communications is part of an integrated solution that includes network infrastructure, security, mobility, network management products, lifecycle services, flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

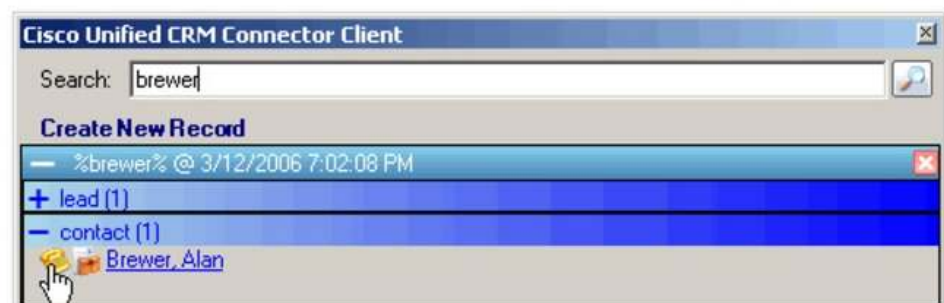
Cisco® Unified CallConnector for Microsoft Dynamics CRM (customer relationship management), part of the Cisco Unified Communications family, is a free middleware application that integrates Cisco Unified Communications Manager Express (formerly known as Cisco Unified CallManager Express), Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager), and Cisco Unified Contact Center Express with Microsoft Dynamics CRM 3.0.

Cisco Unified CallConnector for Microsoft Dynamics CRM Overview

- Quick and easy integration with Microsoft Dynamics CRM 3.0
- Customer contact information displayed in Extensible Markup Language (XML) for any capable Cisco Unified IP Phones within the network—The XML lookup service allows lookup of any Microsoft Dynamics CRM contact to view account information with the option to dial the contact. Everyone in the organization, including non-contact center employees such as those in accounting or shipping, can view the latest customer information to better answer customer inquiries and increase customer satisfaction.
- Productivity enhancement features for employees, such as screen pops, click-to-dial, and call tracking—The call information collected by Cisco Unified CallConnector for Microsoft Dynamics CRM allows companies to make better business decisions based on actual call metrics pertaining to employees and customers.

Figure 1 shows the user interface for Cisco Unified CallConnector for Microsoft Dynamics CRM.

Figure 1. Cisco Unified CallConnector for Microsoft Dynamics CRM User Interface



Features

Cisco Unified CallConnector for Microsoft Dynamics CRM includes numerous productivity-enhancement features. The application collects metrics that facilitate intelligent business decisions and help users save time on every phone call. Table 1 lists the main features in Cisco Unified CallConnector for Microsoft Dynamics CRM 3.0.

Table 1. Cisco Unified CallConnector for Microsoft Dynamics CRM Features

Feature	Description
Click-to-dial	Allows clicking to dial from within a Microsoft Dynamics CRM contact record
Screen pops	Provides screen pops of customer contact records or prepopulated phone call activity records
Call tracking	Tracks and inserts call-related information automatically into phone call activity records, eliminating the need to manually enter call information
Call duration tracking	Tracks the actual call duration and inserts the time into the Microsoft Dynamics CRM phone call activity record
Associated customer service case pop	Associates a Microsoft Dynamics CRM customer service case with any incoming call or available contact
Localizations supported	Chinese Czech Danish Dutch English Finnish French German Greek Hungarian Italian Japanese Norwegian Polish Portuguese (Brazil) Portuguese (Portugal) Russian Spanish Swedish Turkish
Autodetect platform	Automatically detects integration for Cisco Unified Communications Manager Express or Cisco Unified Communications Manager
Cisco platforms supported	Integrates with Cisco Unified Communications Manager Express Releases 3.3, 3.4, and 4.0; Cisco Unified Communications Manager Releases 4.0 and 5.0; and Cisco Unified Contact Center Express Release 4.0
Microsoft platforms supported	Integrates with Microsoft Small Business Server 2003, Microsoft Windows Server 2003, Windows 2000 Professional, and Windows XP

Table 2 lists the supported deployment sizes for Cisco Unified CallConnector for Microsoft Dynamics CRM.

Table 2. Cisco Unified CallConnector for Microsoft Dynamics CRM 3.0 Supported Deployment Size

Cisco Platform	Number of Supported Cisco Unified IP Phones
Cisco Unified Communications Manager Express	Up to 240 IP phones
Cisco Unified Communications Manager	Up to 250 IP phones
Cisco Unified Contact Center Express	Up to 250 IP phones

Note: All Cisco Unified IP Phones require the purchase of a phone technology license, regardless of the call protocol being used.

Download Information

Cisco partners and customers with a valid Cisco.com login can fill out the download form and get Cisco Unified CallConnector for Microsoft Dynamics CRM for no charge from <https://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl?pid=10341&fid=10640>.

Cisco and Microsoft have collaborated to establish a self-service Website that provides partners and resellers with everything needed to get a fast start on this growth opportunity. The Website includes a campaign kit with sales tools, end-user content, and demo scripts; a channel partner locator tool; a schedule of Cisco and Microsoft marketing events in your area; and a request form to schedule the Microsoft Across America truck for local events. Please visit <http://www.ciscomicrosoftsmb.com> for additional information.

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support, and optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

