



Dynamics Telephony

50% more contacts per day

Computer Telephony Integration for



Microsoft Dynamics™ CRM

Better for your Customers through

- Increased Customer service
- Higher efficiency

Better for your Agents through

- Improved Completion rate
- Quantifiable results
- Greater accuracy

Better for You Through

- Increased Customer Care
- Better Agent Efficiency
- Data Driven Analytics / Marketing Optimization

"50 – 100% improvement in contact rate per hour with a fully embedded dialer in Microsoft Dynamics CRM"



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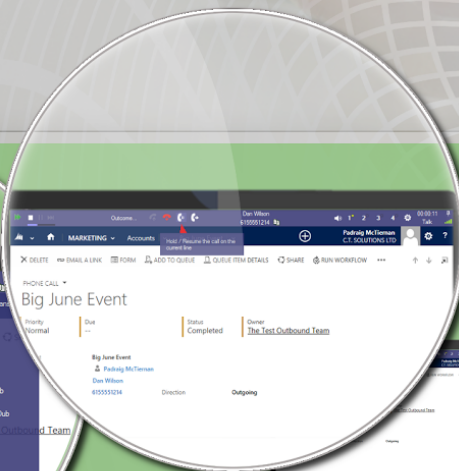
Agent Dashboard



What is it?

Dynamics Telephony is a professional-grade telephony application for Microsoft Windows. It provides preview and progressive dialing, click-to-dial, along with inbound call control and screen pop. All of these features are provided through the application with MS CRM embedded. Dynamics Telephony integrates Microsoft CRM with virtually any phone system.

Phonebook



Telephone
Toolbar



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What does it do?

- Automatically dial any list of CRM phone calls.
- Preview and Progressive outbound modes
- Provides inbound call control and screen pop.
- Click-to-Dial any number in CRM.
- Manage callback promises
- Provides data for Analytics, Reports and Dashboards
- Integrates Microsoft CRM with virtually any phone system
- Use multiple telephony providers on the same CRM instance.



Management
Analytics

Custom
Outcome
Buttons



Why do I care?

- At least 50% efficiency improvement, even for ONE user.
- Management control via analytics, reports & dashboards.
- Improved efficiency for both inbound and outbound
- The only dialer specially designed for Dynamics CRM.
- Best ROI in its class with a typical ROI of 2 months
- Affordable for any number of users - Even as low as one.
- Locally supported and distributed by premium Microsoft Partners



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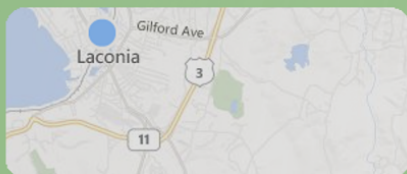
Who are We?

Dynamics Telephony is a subsidiary of CT Solutions (www.ct-solutions.com). Our parent company has provided robust, high availability enterprise communications solutions for over 25 years. The company provides services ranging from training and custom reporting, MIS and data analytics to turnkey fully integrated custom solutions for large contact centres.

Dynamics Telephony was setup to provide an intergrated telephony solution for MS Dynamics. This is the sole function for the company and as such it is able to focus entirely on this one product while still leveraging the telephony engines, technologies and experience gleaned from CT Solutions over the years.

Who are our Customers?

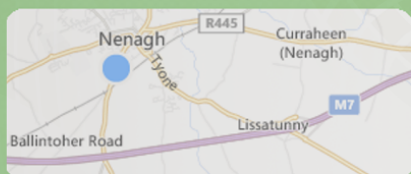
Our customers range from small businesses to large Contact Centers, and include many household name brands, national telecommunications companies, international banking corporations, the Irish police service and other government departments.



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