Five9 Adapter for Microsoft Dynamics CRM

Five9 helps you maximize every contact and enhance the quality of your customer interactions—all from your familiar workspace.

Five9 integrates seamlessly to create a powerful, modern and intuitive user interface that boosts call volume by allowing agents to focus on the right information at the right time, to deliver the best customer experience.

Overview
The integration of Microsoft Dynamics CRM with the industry leading Five9 contact center technology creates a powerful, flexible customer service platform that allows organizations to fully capture all customer interactions. Together they deliver seamless integrated capabilities that enable agents to focus more on the customer than the technology. By combining both Five9 and Dynamics CRM, organizations can provide the kind of customer experience that sets them apart from competitors, while lowering costs and increasing efficiency.

How It Works
The Five9 Plus Adapter for Microsoft Dynamics CRM provides computer telephony integration (CTI) directly to the Dynamics CRM desktop giving service and sales organizations the ability to interact with their customers via blended (inbound/outbound) channels. Agents no longer have to switch between applications and Dynamics CRM to address customer concerns. The Five9 Plus Adapter offers unsurpassed cloud contact center capabilities that allow the customer to engage with the right agent, at the right time. The Five9 Plus Adapter and Dynamics CRM integration allows businesses to empower their agents to provide the exceptional customer experiences today’s consumers expect.

Adapter Features
The Five9 Adapter for Microsoft Dynamics CRM empowers organizations to:

- Match inbound and outbound customer information with Microsoft Dynamics CRM data, including contacts, cases, and incidents
- Effectively prioritize and route calls, emails, and chat interactions to the right agent at the right time, based on agent availability
- Provide a single, multichannel administrative environment to handle agents’ channel assignments, as well as the routing and business rules that can be applied across all channels
- Enable click-to-dial functionality from within Microsoft Dynamics CRM
- Notify agents and provide “screen pops,” allowing agents to manage their workload by accepting or rejecting new customer interactions
- Prioritize high-value callers or those with open incidents

Easy, Effective and Efficient
The Five9 Adapter is seamlessly embedded into Microsoft Dynamics CRM enabling agents easy access to blended (inbound/outbound) channels, all with interaction controls available inside the Microsoft Dynamics CRM workspace. Agents enjoy a single, streamlined omnichannel desktop, eliminating the time wasting “swivel-chair” or “ALT+Tab” interactions of the past.

Elevate Customer Experience
Provide great customer experiences through more meaningful interactions. Five9 screen pops blend directly into the Microsoft Dynamics CRM desktop, giving agents a complete picture of each customer before they even get on the phone. Five9 also puts the customer’s entire contact history at the agent’s fingertips, so the agent can better understand customers’ needs and fulfill their expectations.

Better Insights
Contact center managers can create customized reports at regular intervals or on an ad hoc basis, in real time. Supervisors can use real-time data to adjust queues and make smarter, more informed decisions.
**Five9 Technology**

**Features**
- Cloud-based virtual contact center
- Automatic call distribution (ACD)
- Computer telephony integration (CTI)
- Integrated Voice Response (IVR)
- Customer interaction “screen-pop” notification and incident matching
- Inbound, outbound, and blended voice capability
- Routing and assignment of interactions to best available agent
- Predictive, power, and preview dialing
- Rich administration and supervisor tools
- Call recording
- Visual voicemail capabilities
- Real-time quality monitoring

**A Perfect Fit**

It's no secret that a great customer experience leads to customer advocates and higher revenue. Organizations that choose Microsoft Dynamics CRM are serious about delivering great service to their customers. So is Five9—which makes the industry leading Five9 cloud contact center software the perfect complement to the Microsoft Dynamics CRM platform.

Immediately deploy powerful tools for agents embedded into their familiar workspace. Solve customer issues quickly and empower agents with the relevant information exactly when they need it with the Five9 Adapter for Microsoft Dynamics CRM.

If you want to learn more about how Five9 can supercharge Microsoft Dynamics CRM, give us a call at **1-800-553-8159** and we’ll schedule an in-depth demo just for you.

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Figure 1: Call control and disposition enabled in the Microsoft Dynamics CRM workspace.