One Contact CC
## CRM Integration with Microsoft Dynamics® 365

Omnichannel and browser-based solution
with seamless integration

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# Unified interface that drives efficiency

OneContact CC fully integrates with Microsoft Dynamics CRM, conjugating the best contact center capabilities with the CRM information, **all in the same interface.**
The result is a simple and powerful way to deliver exceptional customer experiences. With this connector, OneAgent Web is fully embedded onto the Dynamics 365 interface as a CTI toolbar. **Agents can manage customer phone calls, chat and email interactions** directly within the Dynamics environment. All information about the customer information and interaction history is stored and displayed. This context about the customers decrease resolution time and agent effort.
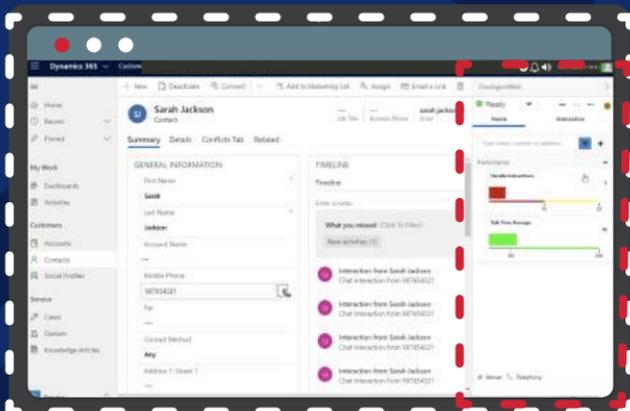
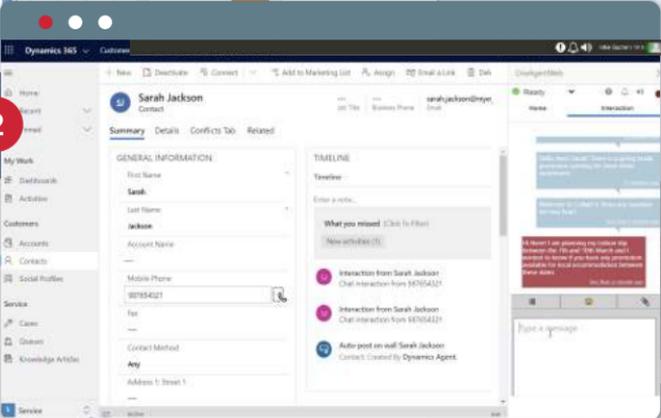# Improve productivity and boost Customer satisfaction

The Dynamics connector joins the best of the CRM with the contact center features. **Agents don't need to swap between platforms** or to ask time consuming questions, because they have all the information automatically.
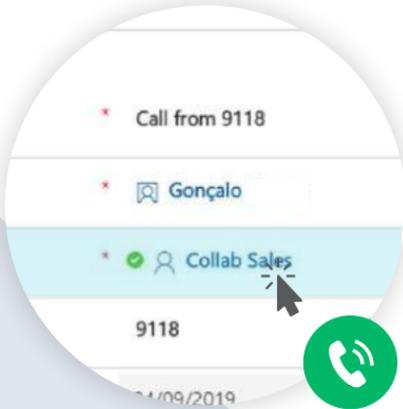
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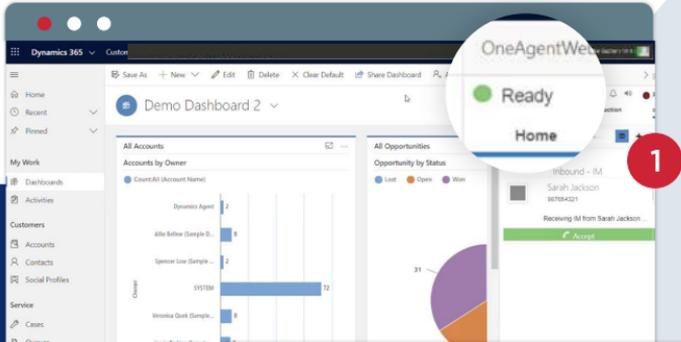
**2** Customer's information and historic is displayed as soon as the interaction arrives

The CC's capabilities are a click away

Agents can manage omnichannel interactions, consult KPIs, make call transfers and more. Thanks to **click to dial**, they can click in any contact in the CRM to **call immediately**.

Leverage CRM's information

The **customer history** gives agents the possibility for contextual conversations, providing a **personalized and smooth customer support.**
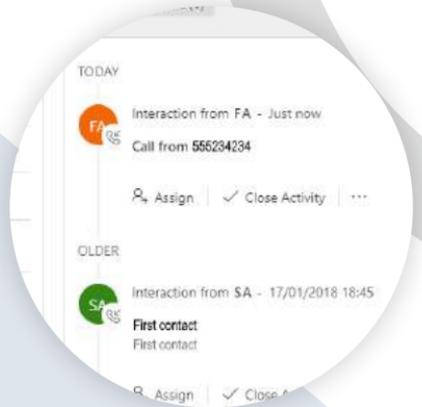
Synched with your customer's journey

Call recordings and interaction's details are automatically saved in Dynamics 365, providing ampler statistical data useful for lead management and reporting.

Nubitalk powered by

Microsoft Azure

Feel the power of the Cloud and enjoy its many benefits. Both Dynamics and OneContact CC are **browser based and accessible anywhere.** Nubitalk is Collab's cloud, supported by Microsoft Azure. Cloud deployment frees companies from maintenance costs. Azure has a comprehensive set of certifications and is present on 55 regions, more than any other cloud provider.

Collab uses **WebRTC (web real-time communication) technology,** so any web browser can become a phone. Collab's softphone enables agents to work from any geographical location.

Key Benefits
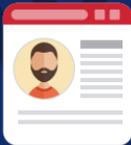
Unified interface that streamlines all the customer's info

Calls in one click thanks to click to dial functionalities

Browser based, accessible anywhere

Activate new digital experiences.

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