

# Ctelo Voice Channel for Microsoft Dynamics



# Customer Service Integrated Experience

Enable your customer service representatives to communicate with customers on the phone to resolve issues using the Ctelo Voice Channel for Dynamics 365 Customer Service. While many customers increasingly use chat, SMS messages, and social media to engage and request support from organizations, phone calls continue to be an important communication channel. With the voice channel, Omnichannel for Customer Service provides agents with the ability to receive and make public switched telephone network (PSTN) calls through a native calling experience in Dynamics 365, with real-time AI-powered features such as live call transcription, sentiment analysis, and AI-based suggestions to boost agent productivity. Omnichannel for Customer Service also provides a rich set of analytics and insights, including AI-driven topic clustering and call insights.

Typically, customer service organizations must manually integrate standalone telephony and customer relationship management (CRM) solutions, which result in fragmented experiences for agents and customers across engagement channels. Ultimately, these stitched-together solutions from multiple providers are not only complex to roll out and maintain but create data silos with disconnected insights into customer interactions and agent performance across channels.

**Ctelo Voice Channel is a part of the Ctelo Business Phone offering and makes it possible to use the existing company telecom contract and phone numbers in both Microsoft Teams and Microsoft Dynamics.**



# Key Dynamics capabilities enabled

## Agent

- Call controls: Mute, Hold, End
- Music on hold
- Music on wait
- Integrated customer and case history lookup
- Notes and knowledge search
- Mark a number as spam
- Dial the emergency number during crisis (currently supported in the United States and Puerto Rico only)
- Receive calls from emergency responders over a dedicated callback number

## Calling and routing

- Ability to handle and distribute incoming calls, automatic call distribution (routing)
- Ability to make outbound calls
- Transfer to external phone number
- Phone number provisioning and management
- Skills-based assignment

## AI

- Call insights
- Real-time sentiment analysis
- Real-time transcription and recording
- Real-time translation of call transcripts
- Real-time smart assist suggestions
- No-code Virtual Agent as IVR

## Supervisor

- Consulting and transferring
- Monitoring and barging
- Ability to record and manage phone calls
- Operations management through supervisor dashboards

## Customer

- Post-call survey
- Queue position and wait time announcements
- Music on hold and wait



Microsoft Teams Business Phone Solutions