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TextSMS Dyn4mics

Perfect SMS integration for your Dynamic 365 CRM

Need for SMS Integration within Dynamics 365 CRM

95% SMS messages on are opened and read within first 3 minutes of delivery on average.

36% SMS message have click-through rate on average

209% of SMS marketing campaigns achieve higher response rate than emails.

Increased ROI		**Personalized Customer Experience**
Time Efficiency		**Prompt based Communication**

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Key Features

Be Within CRM Ecosystem

Enables seamless communication, automated data capture, and efficient task completion by integrating SMS communication with CRM.

CRM Message Notification

Enable incoming message notifications in CRM to stay updated on customer messages and offer prompt responses.

Send Messages to Customer

Engage with customers by seamlessly sending and receiving messages within CRM, while monitoring message statuses on a unified dashboard.

Store Message History

Maintain message histories associated with each Record within Dynamics 365 CRM and easily track communication.

Automate Communication

Elevate customer engagement in by automating message! Send automated messages on CRM actions and offer personalized interactions.

Send Pictures to Customers

Create impactful visual communication with customers with support to send pictures directly through CRM.

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Available for

Supported Versions

| Dynamics 365 | Microsoft Dataverse |

ONLINE

Deployments

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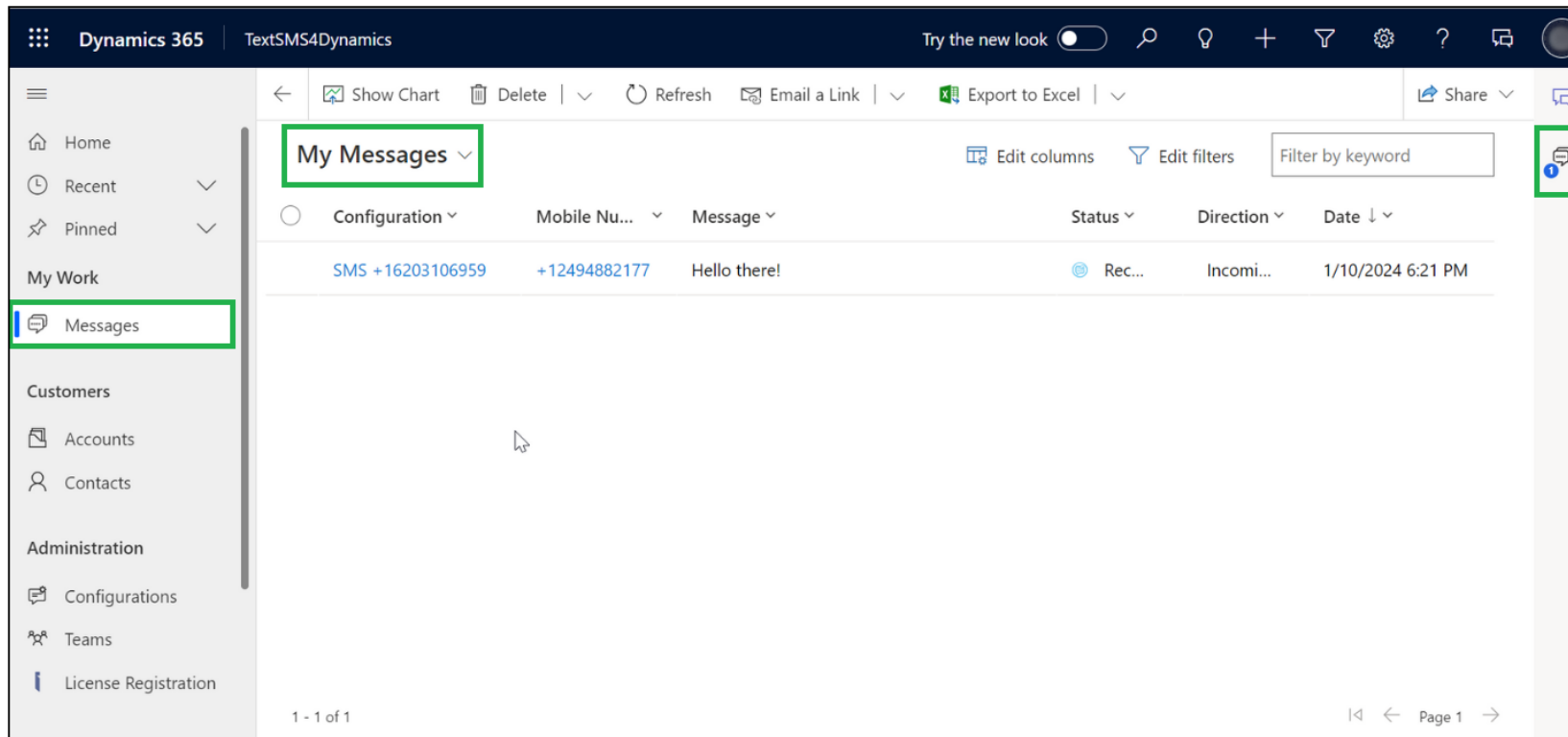
Message Notifications

Get notified of every incoming message within the CRM platform. Message notifications appear on a bubble on the right-hand side with the total count of unread messages.
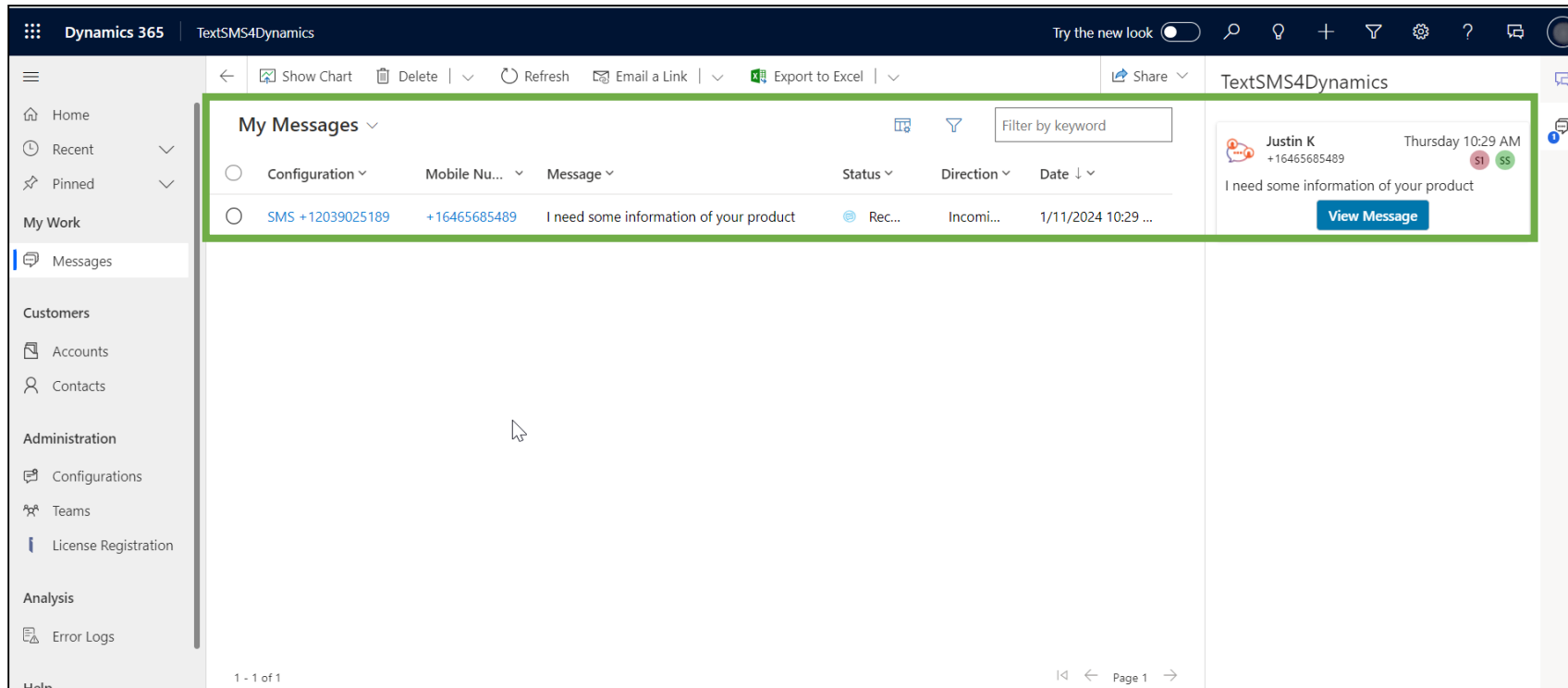

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Accept/ Dismiss/ Block Messages

Users have the choice to Accept/ Dismiss/ Block a notification from unknown contacts and View Message from known contacts.

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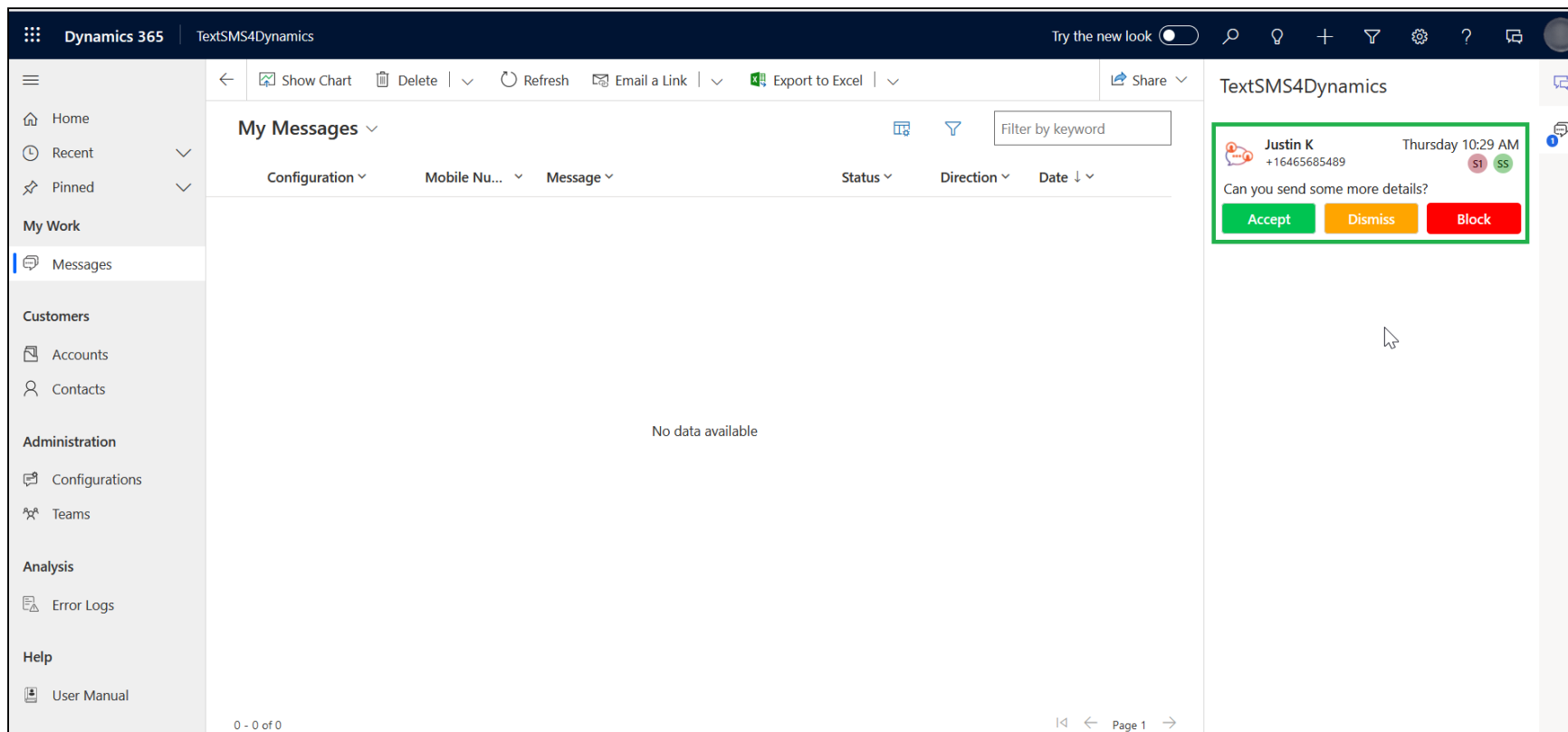
Messaging Conversation Manager in CRM

With TextSMS4Dynamics, integrate messaging service with CRM and enjoy the same experience of SMS in Dynamics 365 CRM.

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Mapping CRM Records

Map new message based on their mobile number, so that you can enjoy more informed and context-rich conversations as well as deliver personalized support.

Communicate directly from CRM Records

Start messaging directly from CRM Records. Streamline the process of interacting with clients on a convenient and familiar channel, making it easier to manage customer relationships.

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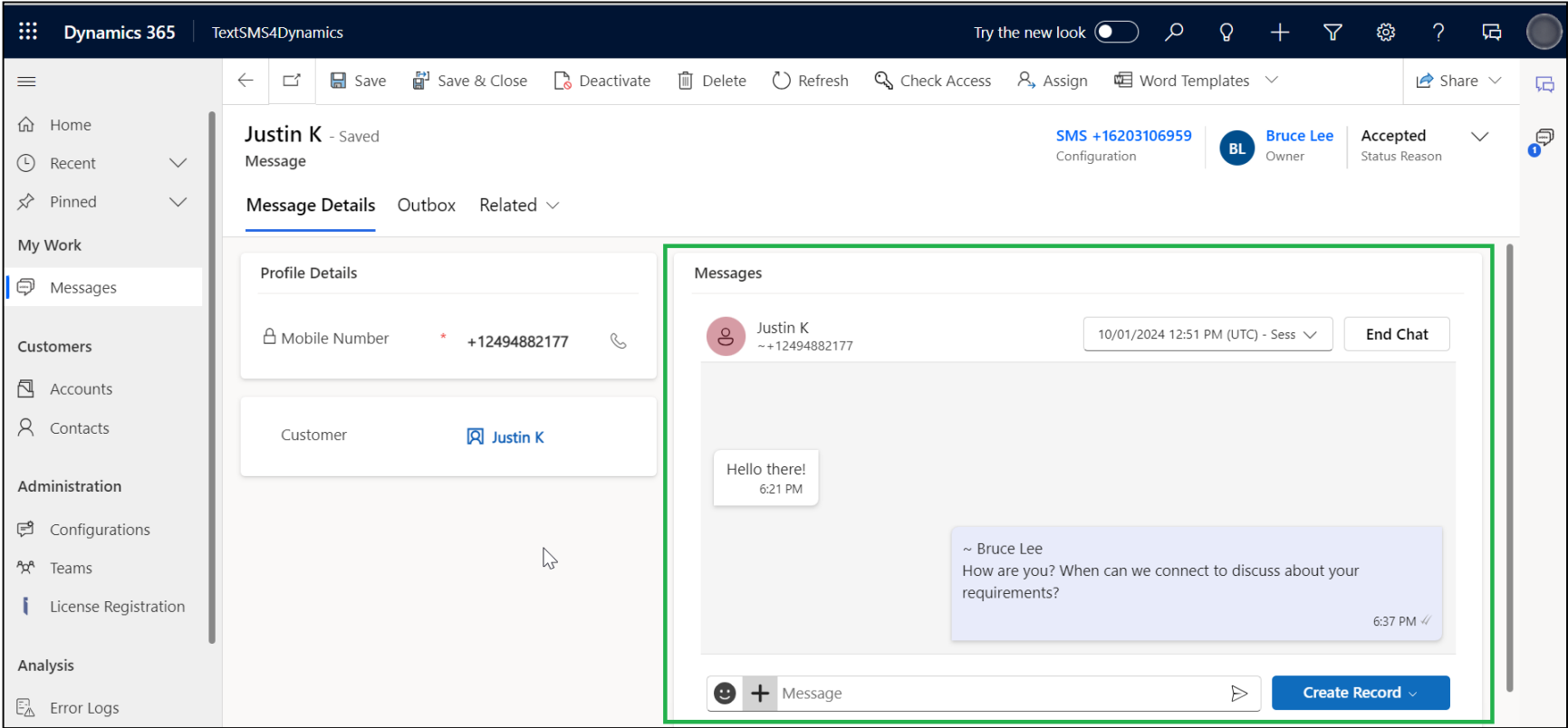
Create CRM Records from messaging

Create CRM records from conversations, whether in an Out-of-the-Box (OOB) entity or a Custom Entity.
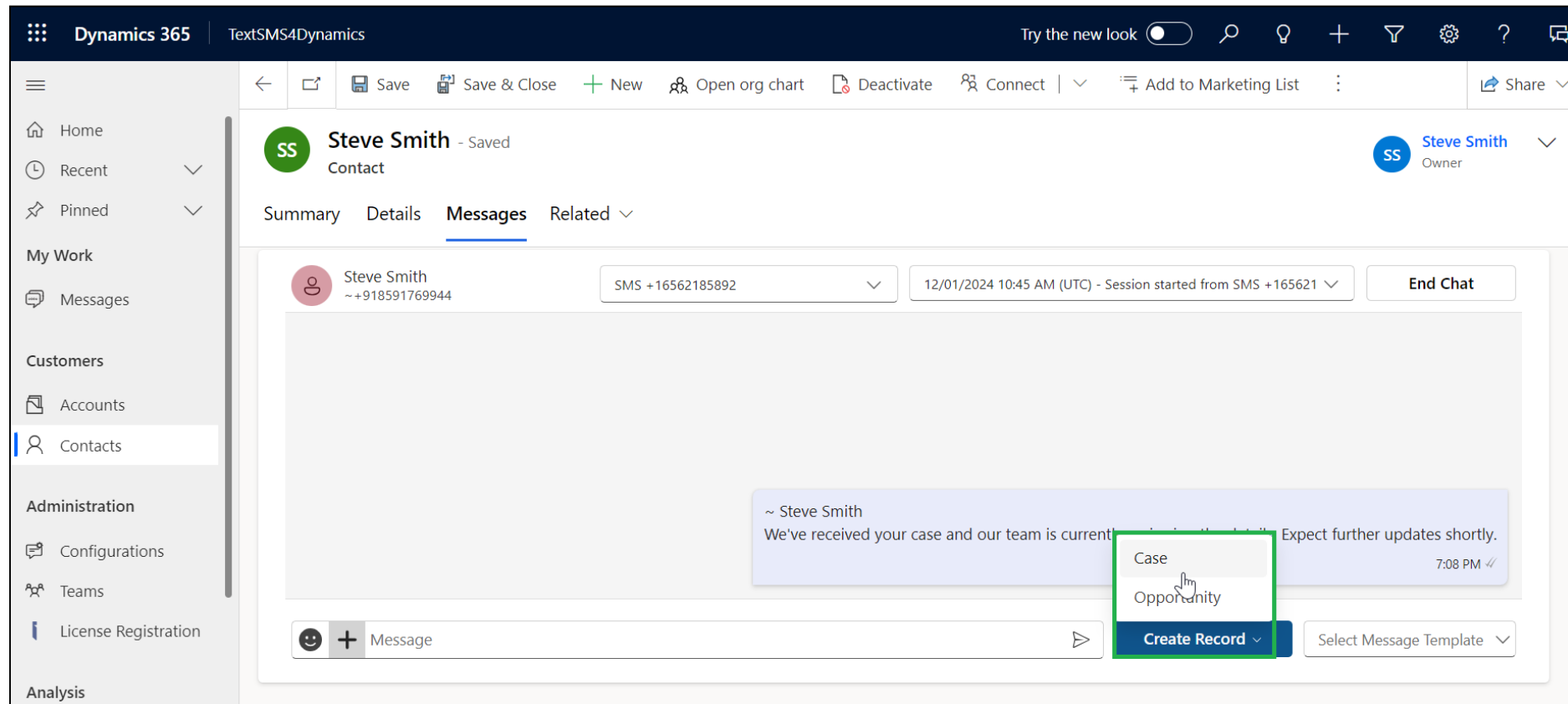
Store History In Message Sessions

Users can maintain message history associated with each Record with Dynamics 365 CRM and efficiently track communication.

Trigger & Send Automate Messages

Reduces manual effort, and ensures timely communications by setting up triggers and automating messages based on specific CRM events and actions.

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Reassign Chat

Easily transfer chat sessions between users or teams for seamless customer interactions. With just a few clicks, a user can reassign a chat within CRM, ensuring smooth communication even when team members change roles.

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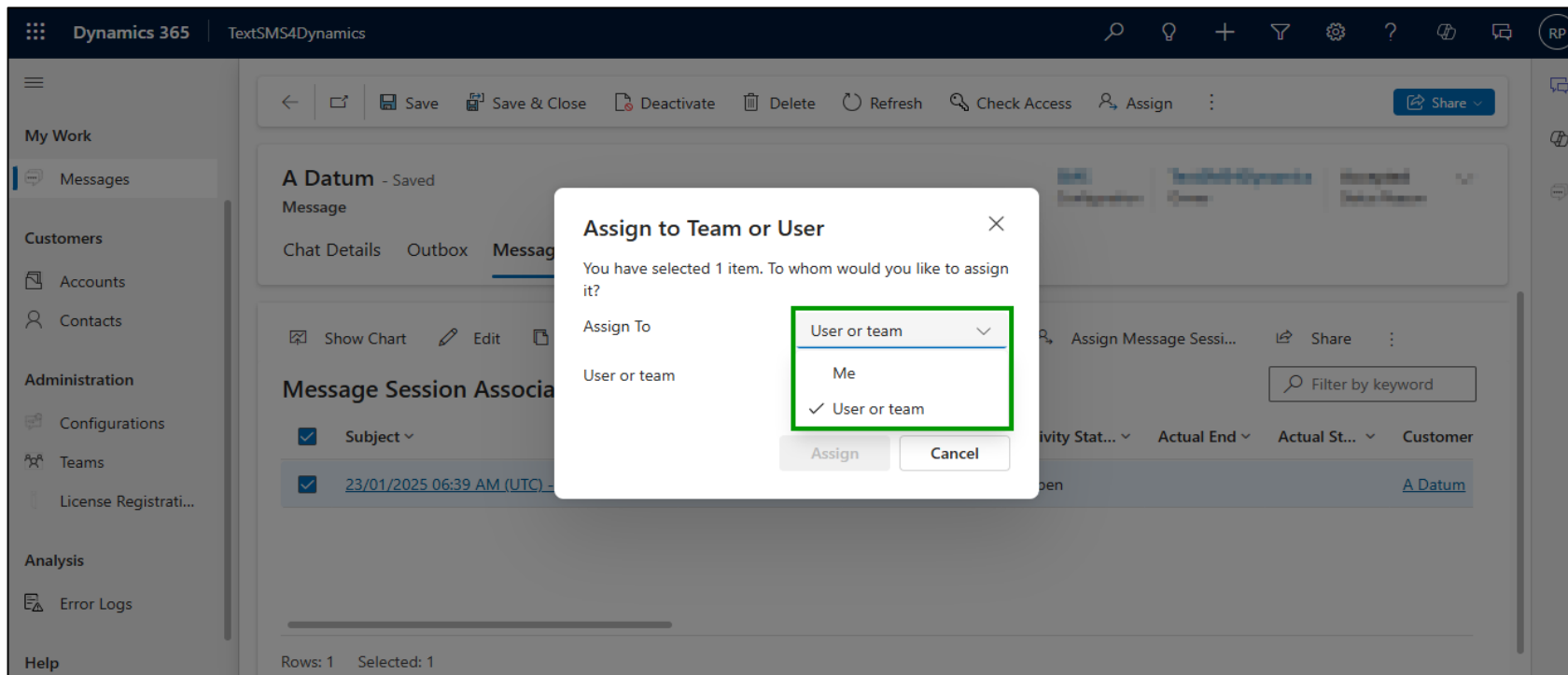
Global Message Template

Once you configure the global Message template, you can use it for all record types, here's how the message template appears from the sender's perspective when sent from CRM.
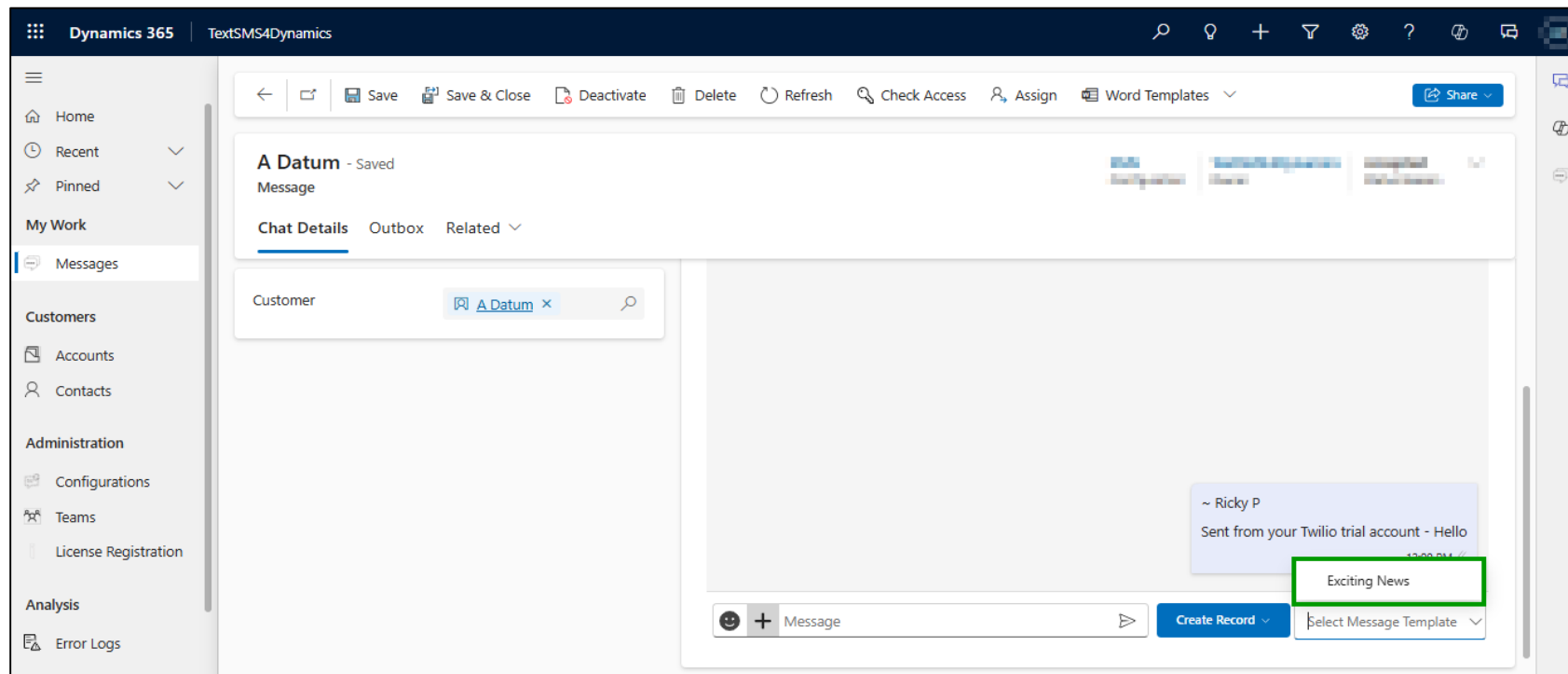
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What's next

Get Started
In just 10 minutes!

Learn more about TextSMS4Dynamics

Get your TextSMS4Dynamics 15 Days FREE trial from our website or Microsoft AppSource

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Why Us?

Quality Products

Ability to deliver quality solutions quickly and at affordable prices.

Latest Technology

Our apps are aligned to Microsoft release cycle, and we make use of the latest and greatest technology available at any point.

Partner and Customer led Product Roadmap

We proactively seek inputs from our partners and customers and design our product roadmap based on these.

Customer Service

Our panel of product experts with vast industrial knowledge is quick to provide supportive solutions to any impromptu requests.

Community Driven

We believe in community growth along with business growth and hence engage in several employee training and engagement programs.

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Thank You!

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