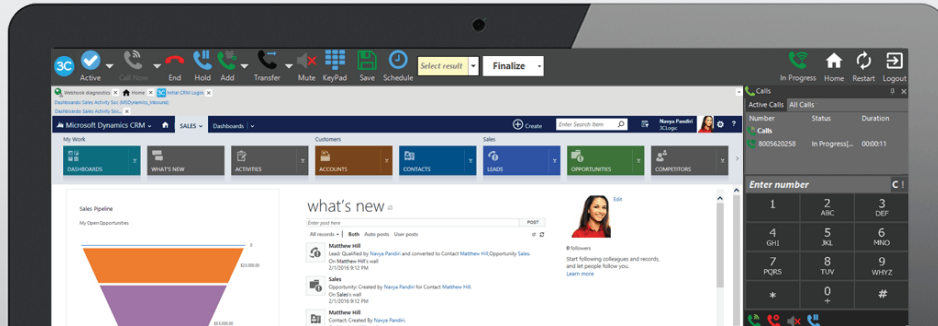


3CLogic and Microsoft Dynamics Integration

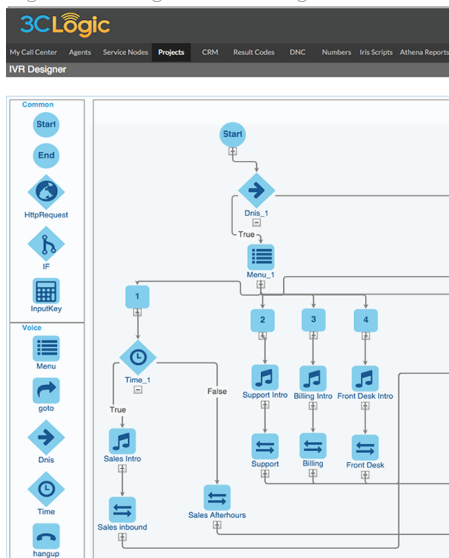
Give your team the information and tools it needs to exceed customer expectations, enhance efficiencies, and drive sales with 3CLogic's seamless Microsoft Dynamics integration.



Streamlined User-Interface

Manage all customer information and communication preferences (voice, email, text, chat) from a single streamlined platform, removing the hassle and inefficiency of toggling between separate systems and screens.

Figure 2 - Intelligent Call Routing



Intelligent Call Routing

Mold your telephony platform to preexisting business workflows, and automatically route customers to the most qualified individual, or enable them to service their own needs with advanced IVR and Skills-Based Routing tools. (Figure 2)

Syncing Call Information

Automatically post all call information (call recording, notes taken, time and date, result, agent who handled call, etc.) to a customer's Microsoft Dynamics record, removing the need for reps to do so manually, and setting them up for successful interactions in the future.

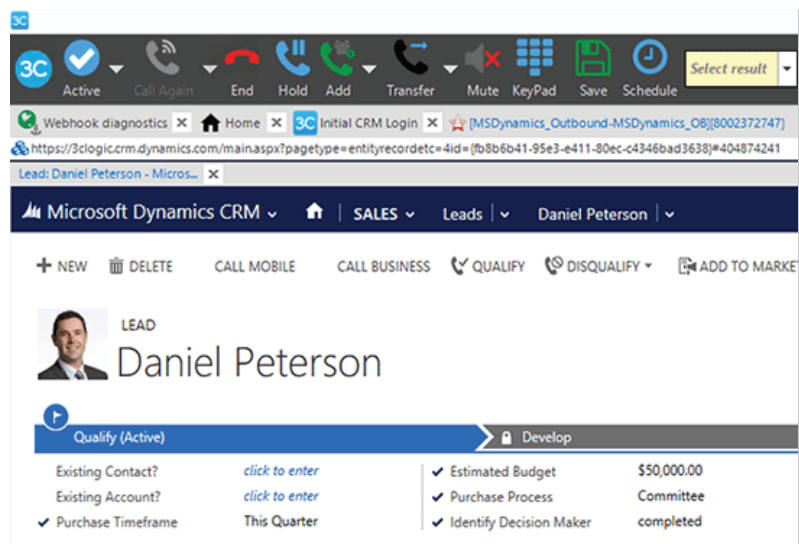


Figure 3 - Inbound Record Retrieval

Inbound Record Retrieval

Automatically populate agent screens with a customer's Microsoft Dynamics record the moment a call is connected, enabling them to deliver fast and informed assistance to clients, without delay. (Figure 3)

Embedded Click-to-Call

Add a convenient click-to-call button to every Microsoft Dynamics customer record, removing the need for reps to search for and manually dial a client's contact information. (Figure 4)

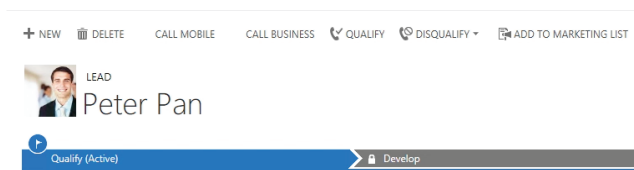


Figure 4 - Embedded Click-to-Call

Enhanced Speed-to-Dial

Automatically push any new leads created in Microsoft Dynamics into 3CLogic's dialing platform, enabling agents to contact prospects immediately, without delay.

Auto-Dialer Options

Using 3CLogic's advanced TCPA-friendly dialing solutions (preview, progressive, predictive, fixed-ratio), automatically initiate contact with leads in a designated campaign while populating agent screens with relevant Microsoft Dynamics records, improving the success of any sales or marketing initiative.

Automatic Lead Nurturing

By simply selecting a disposition highlighting the result of an interaction, automatically place customers in designated campaigns, triggering any necessary steps while nurturing them through the sales funnel with ease. (Figure 5)

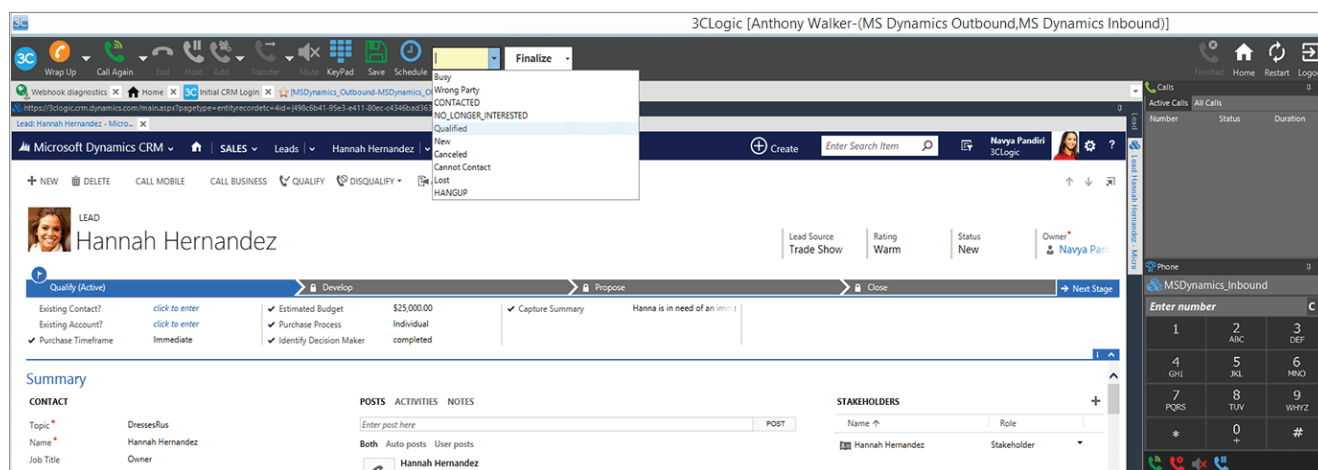


Figure 5 - Automatic Lead Nurturing

Guide Agents with Ease

Create customizable dynamic scripts for agents to follow during calls, record and virtually monitor every interaction, whisper suggestions, and take-over interactions when necessary.

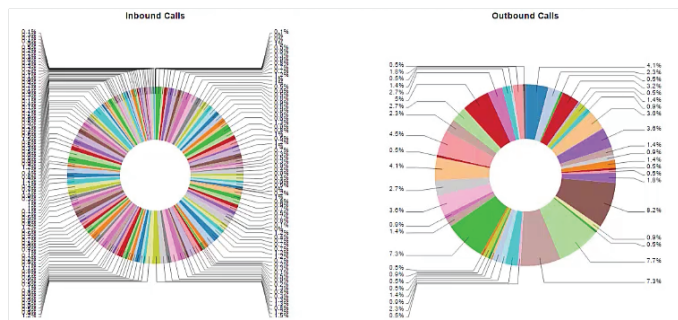


Figure 6 - Real-Time Reporting

Real-Time Reporting

Virtually monitor all agent activities (who's logged-in, who's on a call, who's wrapping up) in real-time, and create customized reports, graphs, and KPIs with a simple click-drag-and-drop, giving your business the insights it needs to take on the next initiative. (Figure 6)