

Vonage® for Microsoft Dynamics®

Powered by gUnify™



Double the Efficiency of Your Call Management

Vonage for Microsoft Dynamics, powered by gUnify, doubles the power and efficiency of your call management capabilities, allowing you to call directly from any contact, monitor and answer calls, send calls to voicemail, and more, without ever leaving your dashboard. This cloud-based application integration is powered by Vonage's gUnify, the proud recipient of TMC's 2016 Unified Communications Product of the Year Award.

Microsoft Dynamics is a business management solution for small mid-sized businesses, designed to help organizations create greater efficiencies, streamline business processes and empower employees to react quickly to changing business needs with intelligent insights anywhere and on any device.

Key Benefits

- **Keep Prospects Hot:** Maximize responsiveness by immediately following up on missed calls
- **Quickly Identify Leads:** Seamlessly monitor and report on incoming and outgoing call pop-ups and call history
- **Streamline Processes:** Eliminate wasted steps by syncing notes taken and contacts created during calls with Microsoft Dynamics
- **Save Time:** Manage key functions easily, directly and with fewer points of failure

Intuitive, Powerful Features



Click-To-Dial – Simply click any number appearing in a Google Chrome™ browser and the app connects the call through your Vonage Business phone system. Eliminate misdialled calls and easily tie the outbound call record to any contact or account in Microsoft Dynamics.



Incoming/Outbound Screen Pops – Know who's calling and why with incoming screen pops that feature answer or decline and send to voicemail options. Missed call screen pop's allow you to quickly return calls with call back or call back and open call log window options.



Quick Add Contacts and Accounts with Sync – Create contacts and accounts quickly while on calls with new customers. Sync manually or set for automatic initiation.



Admin Settings Allow Workflow Options – Admins can simplify work flows by enabling features such as auto open call log window, minimum character limits in call notes, and customizable call noting.



Call Note-Taking – You can record all inbound/outbound calls for note-taking, so you'll never have to scramble for a notepad again.