



Talkdesk Microsoft Dynamics 365 Connector

The end-to-end customer experience solution.



Talkdesk Microsoft Dynamics 365 Connector pairs the power of Talkdesk CX Cloud with Microsoft Dynamics 365 to boost efficiency, streamline operations, and provide customers with highly personalized engagements. Leverage all controls directly inside Microsoft Dynamics 365 and automatically synchronize data between the two systems.

Main capabilities

Work from within a single environment

Talkdesk is fully embedded within the Microsoft Dynamics 365 experience so your agents can seamlessly handle cases from one screen. With click-to-call, screen pops and more, agents have everything they need to stay focused and resolve customer questions fast.

Personalize every interaction

Agents can instantly see key customer context, including interaction history, when handling a call, helping them tailor every conversation to the customer or prospect.

Eliminate manual, repetitive agent work

Take advantage of pre-built, customizable automations that eliminate the need for agents to make manual updates, increasing their productivity while minimizing compliance risks and human error.

Ensure data is always up to date

Automatically keep contact center and CRM data synchronized, ensuring agents have accurate information to understand, address and serve customers.

"Prior to the Talkdesk integration with Microsoft Dynamics 365, our staff had to navigate across several different applications to add relevant notes to caller records. Now, any additions our intake staff make to the call notes are automatically tracked with a timestamp. This keeps all of our staff on the same page and allows us to support clients quickly and effortlessly, which has been particularly helpful since most of our staff have transitioned to remote work."

— LIZBETH MIRANDA, IT OPERATIONS, MINES & ASSOCIATES

Features



Time-saving automations



Two-way data sync



Single sign-on



Screen pops



Quick and easy set up



Secure and encrypted