



Cisco Unified CallConnector for Microsoft Dynamics CRM 3.0 Overview

Cisco Unified CallConnector for Microsoft Dynamics CRM 3.0 (formerly known as Cisco Unified CRM Connector) integrates Cisco Unified IP Communications with the Microsoft Business Solutions CRM 3.0 (Microsoft CRM). It allows small and medium-sized businesses (SMBs) and Enterprise businesses to integrate Cisco Unified IP Communications solutions with Microsoft CRM at the desktop, without additional hardware. The Microsoft client uses Microsoft Outlook or Internet Explorer as the primary client for managing tasks and contacts.

Cisco Unified CallConnector for Microsoft Dynamics CRM 3.0 is a client/server-based application that supports the following primary features in Cisco IP Telephony environments using Microsoft CRM:

- Automatic detection and screen-pop searches of the Microsoft CRM database for both incoming and outgoing phone calls
- Automatic creation of phone call activity records for incoming and outgoing calls with call duration tracking
- Click-to-dial from the Microsoft CRM user interface
- Multisite configuration capabilities with geographically correct dialing configurations per user
- Easily pop associated Microsoft CRM Customer Services cases
- A search system that allows searches by name and access to contact records and associated support cases
- Integration with Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager), Cisco Unified Communications Manager Express (Cisco Unified CME, formerly known as Cisco Unified CallManager Express), and Cisco Unified IP Contact Center Express

What to Do Next

You are now ready to download the required software to install Cisco Unified CallConnector for Microsoft Dynamics CRM 3.0 (see the [“Installing Cisco Unified CallConnector for Microsoft Dynamics CRM 3.0”](#) section on page 11).

