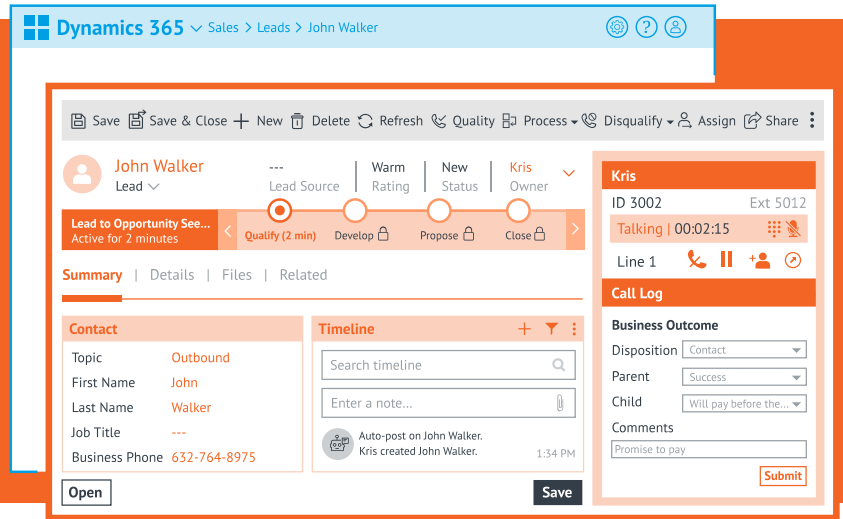# Acqueon Microsoft Connector for Cisco

Empower your agents with Microsoft Dynamics - Cisco contact center integration

Acqueon Microsoft Connector for Cisco helps service desks and customer support organizations using Microsoft Dynamics improve the customer experience and increase agent productivity.

Highlights

- Cisco – Microsoft CTI integration
- Empower agents with easy access to telephony from their Microsoft desktop including screen pop, click-to-dial, and automated call logging
- Instant access to customer profile and interactions
- Accelerate case resolution
- Reduces average call handle times while improving call resolution via simple, easy-to-use workflows
- Improved customer engagement through Acqueon Engagement integration

Features

Rich telephony capabilities

- Call and agent state control
- Supervisor controls and views
- Click-to-dial

Native outbound integration with Acqueon Engagement

- View customer profile information
- Set telephony and business outcomes

2-way CRM integration

- Screen-pop
- Context retrieval from CRM
- Synchronized wrap-ups and dispositions
- Task actions

Supported Microsoft Dynamics versions

- Microsoft Dynamics365 2015

Supported contact center platforms

- Cisco Unified Cisco UCCX, UCCE, PCCE, HCS