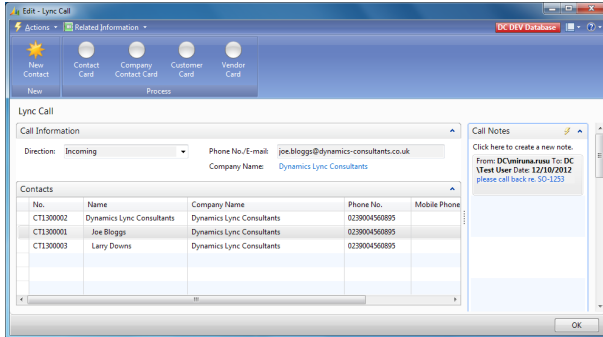# Dynamics NAVLync

- Access contact details instantly
- Deliver enhanced customer service
- Maintain accurate contact data
- Streamline phone processes
- Improve response time

The Dynamics NAVLync Add-on for Microsoft Dynamics NAV ® allows telephone operatives to access specific information regarding customers and contacts instantly. Providing direct access to contact information ensures enquiries are dealt with more effectively. This allows employees to deliver a more personal service, tailored to each specific customer.

The system saves time by searching and filtering through Dynamics NAV contacts automatically, using the caller's telephone number to present quick links to the caller's contact details within NAV. The Add-on allows the user to quickly open and update the relevant contact card, preventing errors and bad data.

For further information contact us by email: enquiries@dynamics-consultants.co.uk or by phone: +44 (0) 845 225 0005

DC Dynamics Consultants

Implementation / Development / Support / Customisation
Microsoft Dynamics NAV, Microsoft Sharepoint and associated applications

Dynamics NAVLync integrates Microsoft Lync Server with Microsoft Dynamics NAV. When a telephone call is received, the phone system produces a pop-up list of all contacts associated with that specific number. This allows users to quickly and directly retrieve information on contacts the instant they call into the company.

Once the user has clicked on the name of the specific contact making the call, the program quickly presents the full contact details within Dynamics NAV.

Dynamics NAVLync allows the user to open and edit contact cards and customer and vendor cards (as appropriate). The user is able to quickly navigate to sales or purchase related data and financial information.

If the number issued by the phone system is not in the Dynamics NAV database, the user is given the option to create a new contact.

Features
Pop up window listing NAV contacts which match the incoming phone number or email address
Link from the pop up to the Role Tailored Client or Classic Client based on Lync User Profile in NAV
Flexible setup per user to define which Dynamics NAV form / page is displayed
Lync call history saved within Dynamics NAV including duration, caller details and User ID
Functions to create a new company or person with incoming caller ID (email/phone)
Ability to store notes and links related to the call / contact
Correct formatting of phone numbers at data entry
Function to create a linked interaction related to the call (Coming Soon)
Outgoing call functionality provided by the interaction wizard
Contact us for prices

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