

## Microsoft Dynamics integration

The Microsoft Dynamics CRM integration is a smart way of bringing Puzzel application and customer data to be represented on a single interface. With CRM integration you can bring together disparate systems – one that has data in it and the other that uses it – to build a unified view for the agents.

Microsoft Dynamics CRM has been integrated into the Puzzel solution in the form of a widget. The customer details are retrieved from the CRM and displayed in the tab within the Agent Application for all incoming calls and chat requests. The agents can view/edit/add customer details without having to switch between applications. A click to call functionality facilitates the agents to make calls using the call widget in the agent application.

Refer to Microsoft Dynamics integration user guide by navigating to the [user guide section](#) on our Help Centre.

**For more details, download the product sheet here:**

[Microsoft Dynamics Product sheet.pdf](#)