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Gplus Adapter for Microsoft Dynamics 365 Agent's Guide

The click-to-call feature

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Click-to-call makes connecting to your customers easy.

The click-to-call feature enables you to have the Gplus Adapter automatically dial a call when you click a phone number in Microsoft Dynamics 365 or Unified Service Desk (USD).

Using click-to-call

With the click-to-call feature, all you have to do is click the **phone icon** next to a telephone number within Microsoft Dynamics 365 or USD, and the Adapter automatically dials it and starts the call. For example, you can search for a contact in Dynamics or USD and then click the corresponding phone number in the search result to dial the call.

The screenshot displays the Microsoft Dynamics 365 interface for a contact named Domenico Di Giorgio. The 'GENERAL INFORMATION' tab is active, showing fields for First Name, Last Name, Account Name, Mobile Phone, Fax, Contact Method, and Address. The 'Mobile Phone' field is highlighted with a red box, and a phone icon is visible next to the number. The 'TIMELINE' section shows recent activities, including phone calls. The 'RELATED' section shows 'Recent Opportunities'. The 'Gplus Adapter for MS Dynamics 365' sidebar is visible on the right, showing a call log with a red box around the 'Establishing' status.