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Gplus Adapter for Microsoft Dynamics 365 Agent's Guide

The click-to-call feature

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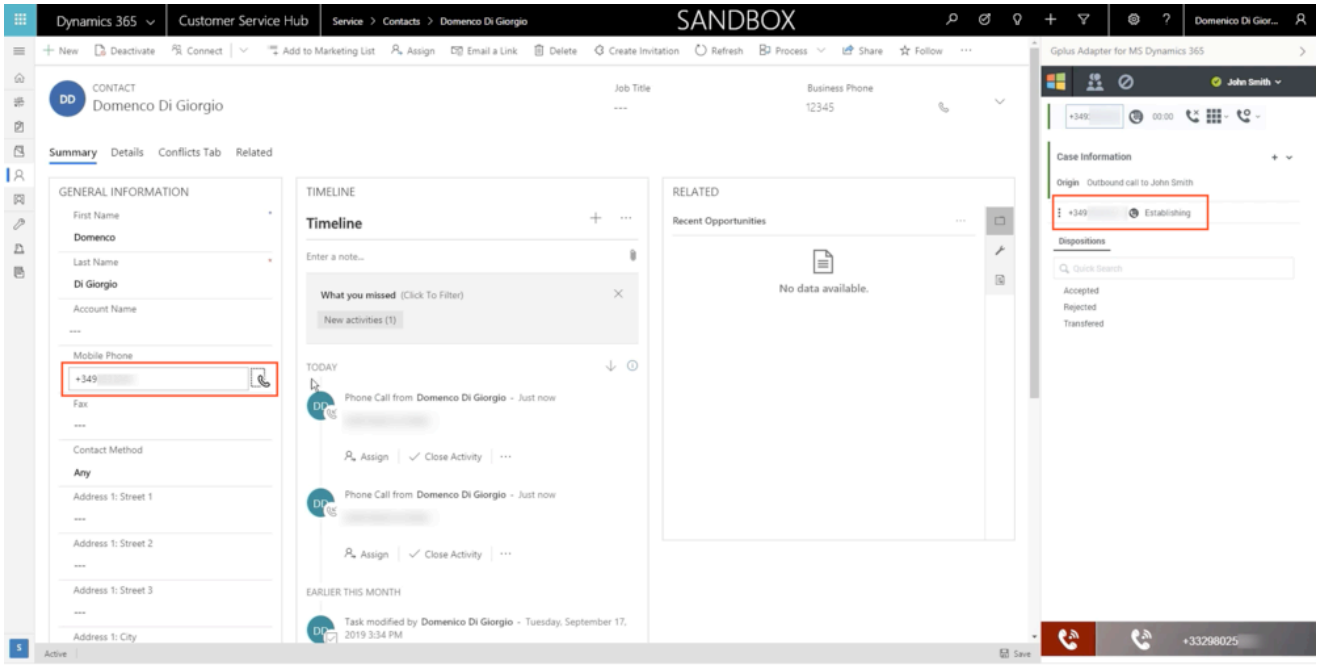
Click-to-call makes connecting to your customers easy.

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.