



Preface

- [Change History](#), on page i
- [About this Guide](#), on page i
- [Audience](#), on page i
- [Conventions](#), on page ii
- [Communications, Services, and Additional Information](#), on page ii
- [Documentation Feedback](#), on page iii

Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
This topic is updated.	Configuration of Channel Integration Framework for Microsoft Dynamics 365	June 2020
Initial Release of Document		July 2019

About this Guide

This guide explains how Microsoft Dynamics 365 users can use the Cisco Webex Contact Center for Microsoft Dynamics 365 connector to handle incoming and outgoing customer calls. It describes how the Cisco's Webex Contact Center for Microsoft Dynamics 365 features can be configured to meet the organization's contact center needs. These features can be accessed through a combination of native Dynamics user interfaces and custom canvas user interfaces.

Audience

This document is intended for Microsoft Dynamics 365 users with administrative privileges who manages the contact centers and for agents who support end customers.

Conventions

This manual uses the following conventions:

Convention	Description
boldface font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find • Click Finish.
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> • To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills. • For emphasis. Example: <i>Do not</i> use the numerical naming convention. • An argument for which you must supply values. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco Webex Contact Center Getting Started Guide</i>.
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> • Text as it appears in code or information that the system displays. Example: <code><html><title> Cisco Systems, Inc. </title></html></code> • File names. Example: <code>tserver.properties.</code> • Directory paths. Example: <code>C:\Program Files\Adobe</code>

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).

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Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Documentation Feedback

Provide your comments about this document to: mailto:contactcenterproducts_docfeedback@cisco.com.

