Deskpro

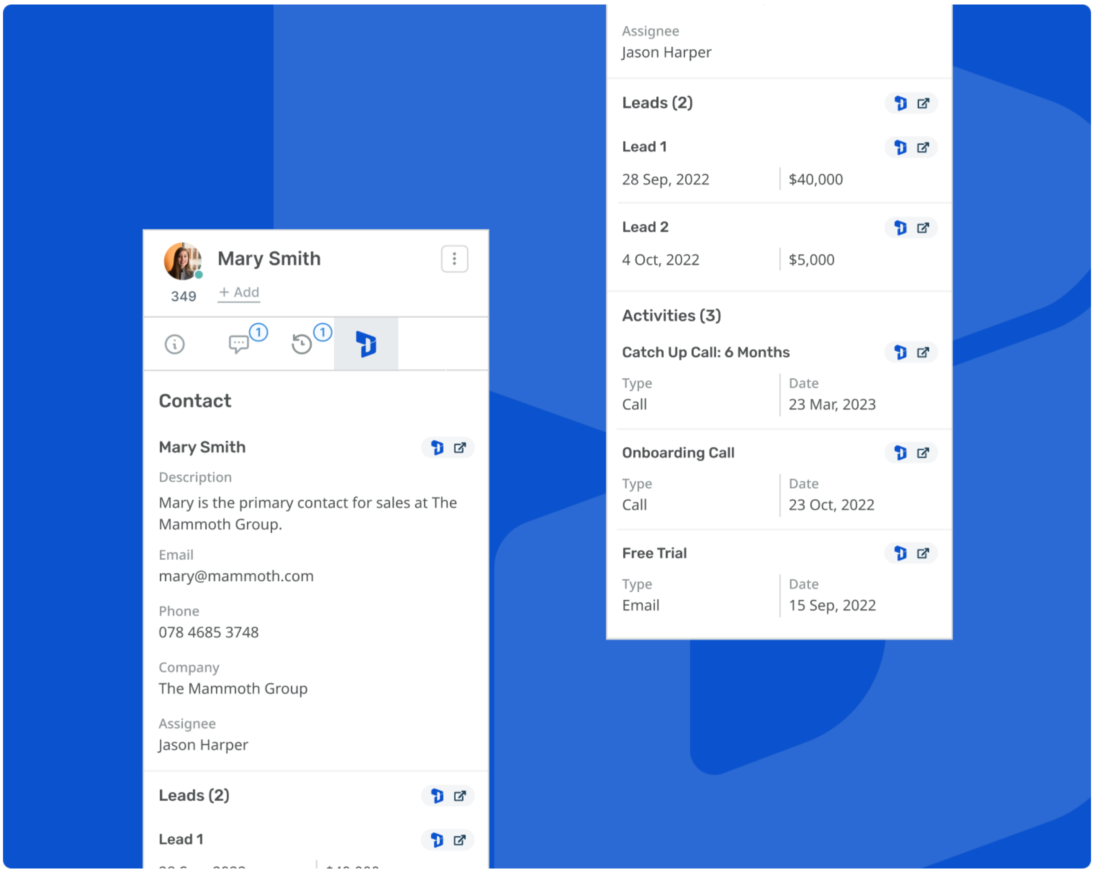
Enable better CRM with Dynamics365 and Bitrix24 Integrations

2024-05-14 - Lara Proud - Comments (0) - Product (Admin)

Deskpro’s latest integrations will make customer relationship management simple, link your Dynamics365 or Bitrix24 account to Deskpro for simpler customer data retrieval whenever and wherever you need it.

Dynamics365

Enable better customer relationship management and engagement with Microsoft's enterprise CRM solution.

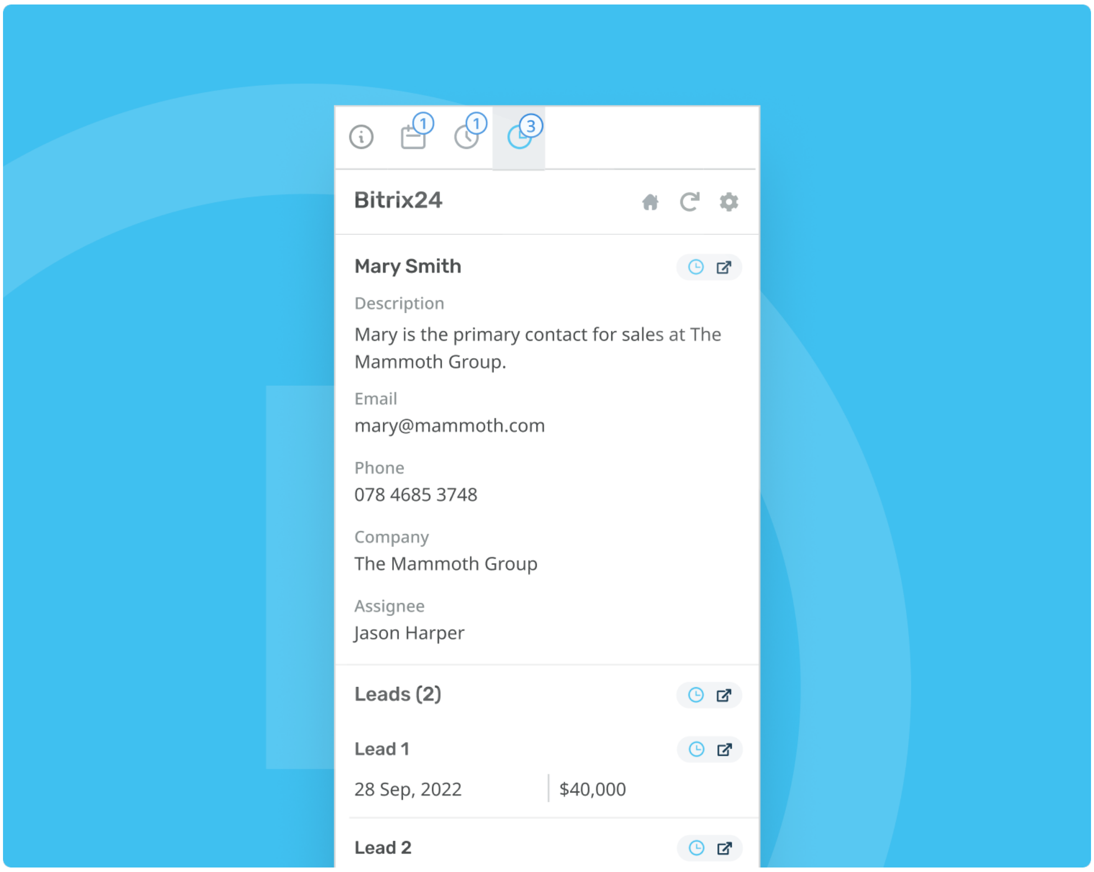


Leverage your Microsoft Dynamics 365 CRM data in your helpdesk to boost sales and support with improved contextual information, right where you need it. Deskpro's Dynamics365 enables your team to work more efficiently to:

- **Link Users to Contacts:** Connect your Dynamics Contacts to Deskpro Users so you have all their details to hand directly on a ticket as you communicate with them.
- **Add Deals to Contacts:** Linked Deals will display on the CRM profile giving you the information you need about the deal stage as you interact with your contacts from Deskpro.
- **Track Deal Progress:** Your existing deals can be viewed from your helpdesk so reps have all the data they need to track deal progress.

[Bitrix24]

The single CRM platform to manage leads, engage with clients, and close deals.



Enable your business to scale with a robust CRM tool that provides complete control over sales processes. Deskpro's integration with Bitrix24 provides your team with the tools to:

- **Link Bitrix24 Contacts to Users:** View contact details directly from Deskpro's CRM profile while communicating with your contacts.
- **Add Deals to Contacts:** Link deals to your Bitrix24 contacts from your helpdesk as you discuss.
- **Track Deal Progress:** Your existing deals can be viewed from your helpdesk so reps have all the data they need to track deal progress.

To get started with these new apps, navigate to **Admin > Apps & Integrations > Apps**, open the **Available** tab, select the app you want to install, and follow the setup instructions.