

What Is TeamsPhone Plugin?

TeamsPhone Plugin is a native vtenext plugin that integrates Microsoft Teams telephony with the CRM. When a call arrives, the plugin automatically recognises the caller's number and displays the corresponding information already stored in the CRM, without requiring a manual search.

The goal is to reduce delays when answering: the operator immediately sees who is calling and can act at once, keeping the focus on the conversation rather than searching for data.

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