DAVINCI

DaVinci Microsoft Teams Unify Integration

Intelligent UC & CCaaS Across CRM & ERP

Simplify Communication. Empower Agents. Enhance CX.

AMC Technology's DaVinci Toolkit integrates Microsoft Teams' Unify Integration Model and Azure Communication Services to deliver embedded unified communications (UC) and CCaaS experiences directly within your existing CRM and ERP (like Salesforce, Salesforce Service Cloud Voice BYOT, ServiceNow, SAP, Oracle, Oracle Siebel, Epic, Zendesk, and even homegrown apps).

salesforce servicenow SAP ORACLE zendesk Epic

This isn't just another screen pop or softphone widget. It's deep, native integration that brings calling, AI, transcription, and automation directly into the CRM/ERP UI your agents already use.

Built on Microsoft's Unify Integration Model

Leveraging the power of Microsoft's ecosystem, DaVinci Toolkit embeds UC and CCaaS with:

- Azure Communication Services (Calling SDK)
- Microsoft Teams Identity Interoperability support)
- Azure OpenAI (for real-time insights and conversation support)
- Copilot Studio Bots (to surface next-best actions and guidance)
- Microsoft Power Platform (custom dashboards, automated workflows)
- Azure Cognitive Services (live transcription, translation, and analytics)

These integrations inject communication capabilities directly into your CRM/ERP UI—keeping agents in their flow of work.

Teams Interoperability

DaVinci toolkit also supports Teams user interoperability, enabling agents to authenticate with their Microsoft Entra identity and use Teams as their calling endpoint. Agents can make and receive PSTN and peer-to-peer calls, and apply organizational policies—all while leveraging the same CRM or ERP interface they use for customer records.

Empower Agents. Elevate Every Interaction.

DaVinci Toolkit puts everything agents need right inside their CRM:

- Click-to-call within records
- Real-time insights and AI summaries
- Smart prompts and automated workflows

By unifying communications and cutting out busywork, agents deliver faster, more personal service—every time.

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Let's Get You Started

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