



SMS for Microsoft Dynamics

Send and receive text messages
directly through MS Dynamics

Microsoft Dynamics 365 is a powerful CRM to model and automate your business processes. The MS Dynamics integration allows you to easily incorporate SMS into business processes and streamline communications within a single source of truth.

Empower your sales teams to build strong relationships with customers and close sales faster. One-way or two-way messaging for an engaging mobile experience your customers will love.



Two-way messaging

Send and receive messages within MS Dynamics. Manage on-going conversations with customers and create engaging experiences.



Automated workflows

Save time with automated messages in your MS Dynamics workflows. Choose fields and values to trigger messages within set rules.



1:1 contact messaging

Send messages directly from contact or lead profiles. Sales reps can easily manage 1:1 conversations at scale.



Message personalisation

Create personal messages with merge fields. Include your recipients' names and data to tailor content to their needs.



Custom templates

Streamline and standardise the experience for your customers and staff with templates for your messages.



Activity history records

Get a full view of customer communications with messages automatically logged on contact profiles.

Top ways to use SMS for Microsoft Dynamics



Booking notifications

Booking confirmations, event reminders, schedule changes.



Appointments & meetings

Reminders, reschedule meetings, important updates.



Billing & payments

Payment reminders, receipts, collection notifications.



Customer support

Service alerts, support requests and updates.



Staff communications

Health & safety updates, emergency notifications, rostering.



Alerts & notifications

Product alerts, order status and shipping notifications.



Marketing

Competitions, special offers and promotions.



Surveys

Instantly get feedback from your customers.

Pricing

Set-up fee	\$395 Standard rate (includes two hour training session) \$195 for 12-month agreement \$0 for 24-month agreement
Ongoing monthly cost	\$95
Professional services (optional)	\$285 / hour
Messaging costs	Additional

*SMS for Dynamics is only available for cloud versions of Microsoft Dynamics. Not compatible with on-premise versions.