Starting Microsoft Teams video calls or chats from

CAS genesisWorld SmartDesign Clients

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Scripting Template for the use in the AppDesigner

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SOFTWARE

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Online meetings, video calls, and chats have become an integral part of our working life and, thus, the precondition for efficient teamwork across the distance. **We make your life easier:** Plan and start online meetings and chats via Microsoft Teams directly from the CAS genesisWorld SmartDesign client.

CAS genesisWorld offers many interface options to make your everyday work easier, faster and more efficient. Thanks to the Microsoft Teams integration, you can expand the record masks of your contacts in just a few steps via the AppDesigner and start a video call or chat directly from your CRM with one click.

To do this, you need to expand the record mask **using the AppDesigner** and place the **Script field** module in the desired location. Select the display format **Web link** in the script field and then compose the corresponding action link in the **Expression field**: This consists of the **e-mail address** and the corresponding **Call or Chat parameter**. Now just save it and you can easily, quickly and efficiently start your calls and chats directly from your CRM.

Scripting template for quick implementation in your system

Before you start: Please note that not every contact can be reached via the corresponding email address via Microsoft Teams. Therefore, it is important to restrict/check accordingly.

This is how you check whether the contact is classified as employee or not.

Start video call

```
// Get mail address
const email = $do.MAILFIELDSTR1.get()

// Check if the user is an employee
let isemployee = $do.EMPSTATUS.get()

// Check if data object is an employee
if (isemployee.match("employee")){
ScriptedField.url("https://teams.microsoft.com/l/call/0/0?users=" + email, "Start a Call")}
```

Start chat

```
// Get mail address
const email = $do.MAILFIELDSTR1.get()

// get employee status
let isemployee = $do.EMPSTATUS.get()

// Check if data object is an employee
if (isemployee.match("employee")){
ScriptedField.url("https://teams.microsoft.com/l/chat/0/0?users=" + email, "Start a Chat")}
```

Tutorial

Have a quick look at the tutorial:

https://www.cas.de/en/mediathek/video/starting-teams-in-cas-genesisworld/

CAS CRM
A SmartCompany of CAS Software AG

CAS Software AG
CAS-Weg 1 - 5
76131 Karlsruhe
Germany

Phone: +49 721 9638-188
E-Mail: info@cas-crm.com
www.cas-crm.com