

# Customer Field Engineering Service Management

on Microsoft Dynamics 365 platform

An effective transition to a data model based on the successful collection and analysis of data on assets and their maintenance is an important factor in the digital transformation of companies and the achievement the right business results. The smarter processes help meet the rising challenges of an customer service with ever-changing requirements by earning client loyalty

## **ENGAGE WITH CUSTOMERS**

Multi-channel communication

Easily searching for answer using self-service

Data analysis from connected devices and preventive actions

## **FAST, PERSONALIZED SERVICE AND SUPPORT**

Single data access interface

Directing agents to the right actions

Personal service based on a 360-degree overview of the interaction with each client

## **LEARN FROM EVERY INTERACTION**

Create opportunities to improve the service experience

Improve service through targeted analysis data

Adapted training and quick decision making

Manage staffing levels, required skills and allocate resources for troubleshooting

# Innovate with a modern and adaptable platform

Bever solutions with embedded intelligence tools on the Microsoft Dynamics 365 platform enables companies to achieve a faster and more personalized service to its customers. Build great customer relationships by focusing on optimum customer satisfaction with the Customer Service applications. Customer Service provides many features and tools that organizations can use to manage the services they provide to customers.

## Use BeverCRM Solutions on Dynamics 365 for Customer Service:

### CREATE QUEUES AND ROUTE CASES TO THE RIGHT CHANNELS

Record all case interactions and track customer problems through cases. Queues help you to organize, prioritize, and monitor the progress of your work. Queues are containers used to store anything that needs to be completed or requires an action, for example completing a task or closing a case. Use routing rules in Dynamics 365 for Customer Engagement to automatically route cases to the right people at the right time without any manual intervention. You can also use routing rules to route cases that are escalated to specific queues.

### MANAGE ORGANIZATIONAL STRUCTURE, SECURE, USERS AND TEAMS

If your Customer Engagement apps organization is structured around departments or divisions that have separate products, customers, and marketing lists, you might want to create business units. Business units are mapped to an organization's departments or divisions. Users can securely access data in their own business unit, but they can't access data in other business units. Business units, security roles, and users are linked together apps role-based security model. Use business units together with security roles to control data access so people see just the information they need to do their jobs.

## **RESOURCE PLANNING, CREATE AND SCHEDULE SERVICES**

Avoid disruptions in service by making sure that your resources are scheduled optimally and efficiently. Scheduling, now built atop Universal Resource Scheduling (URS) for Field Service, provides an efficient way to schedule resources for service activity. It considers the availability of employees, facilities, and equipment to plan schedules accordingly. It also helps customer service organizations with improved service quality by preventing over-scheduling.

## **MANAGE PERFORMANCE AND PRODUCTIVITY THROUGH REPORTS AND DASHBOARDS**

Customer Service Hub provides a modern, intuitive, and interactive experience for managing your customer service operations. For service reps, the interactive dashboards are a one-stop workplace to see what's important and take actions. Dashboards pull together key information, so customer service representatives can focus on what's important to them and get things done faster. The dashboards are fully configurable, security-role based, and deliver workload information across multiple streams.