



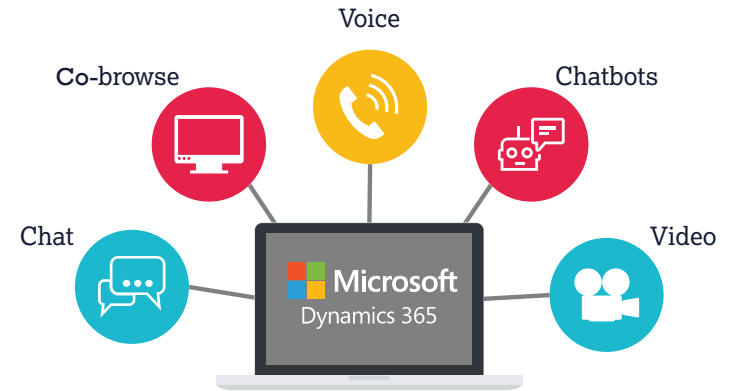
**Live Assist**™  
for Microsoft Dynamics 365  
Powered by CaféX

## The Preferred Omnichannel Solution Co-Developed with Microsoft

### EXTEND THE POWER OF YOUR CRM

Choose an omnichannel solution purpose-built for Dynamics 365:

- Unified customer view across all digital channels on a single platform
- Single pane of glass user experience
- Organic integration with other Microsoft Cloud Services (e.g. Cortana, Power BI)



### Increase Customer Loyalty and Sell More

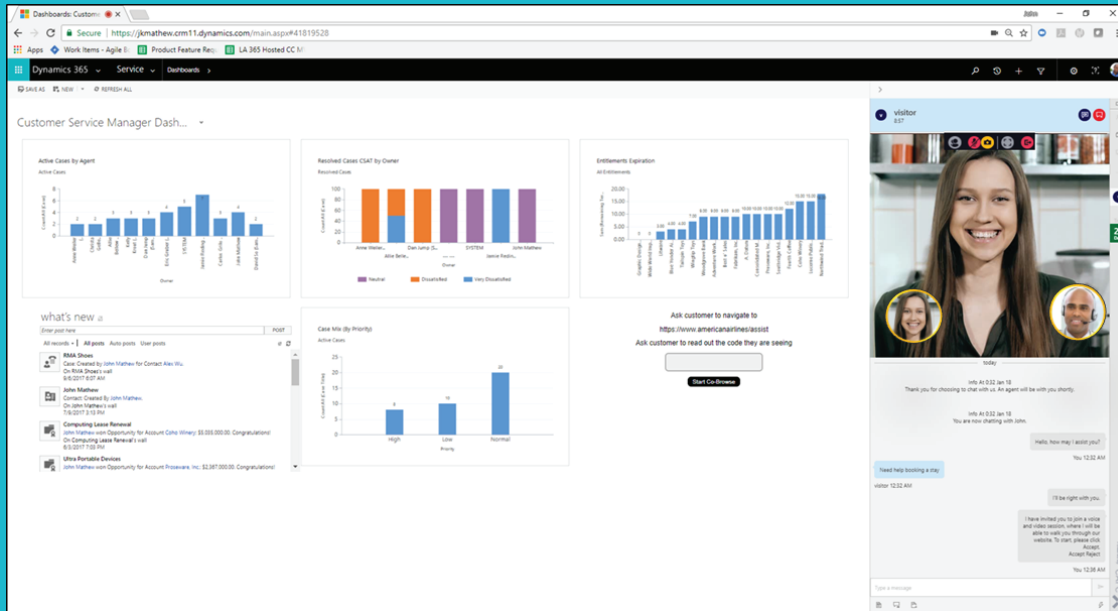
- Reduce customer effort and increase personalization using the customer's preferred communication channel.
- Engage buyers with relevant and timely offers based on a unified customer view.
- Automate customer engagement and improve agent efficiency using bot integration capabilities.

### Features at a Glance

- Omnichannel engagement capabilities embedded in Dynamics 365 web client and USD hosted by Microsoft Azure Cloud
- Available across mobile and desktop
- Omnichannel for Dynamics 365 for Sales and Customer Service
- No plugins, downloads or extensions
- Integrated Chat context
- Co-browsing accompanying a PSTN call or web chat
- Voice/video escalation using one or two-way video control for visitors with full screen view
- Ability to screen share, push files, fill out forms remotely and annotate within the Dynamics 365 user interface
- Bot integration with Microsoft Bot Framework and third party vendors
- Chat and transcript APIs to run data through analytics/AI
- Single sign-on and unified provisioning flow through Microsoft Office
- Compliance and security standards with masking of sensitive data (e.g. PCI, PHI, PII)

### Why CaféX:

- The preferred omnichannel provider co-developed with Microsoft
- Hundreds of customers worldwide, with 6 top banks, 3 top US insurers and other Global 2000 brands
- Hundreds of partners engaged in an extensive partner program
- Repeat winner of the Enterprise Connect Best of Show award
- Recipient of Gartner's Cool Vendor in Unified Communications award
- WebRTC pioneer with the first enterprise gateway and mobile SDK



## What Others Say:

“Tight integration with the Microsoft Dynamics platform, multi-lingual support and new release capabilities make Live Assist for Dynamics 365 the perfect solution for enhancing interaction among our team members and employees globally.”

Vidya Sakthi, senior manager of custom solutions for HP

“CaféX’s Live Assist for Dynamics 365 is a convention-breaking solution that helps businesses bridge the disparate technologies of CRM and communications to deliver a superior customer experience.”

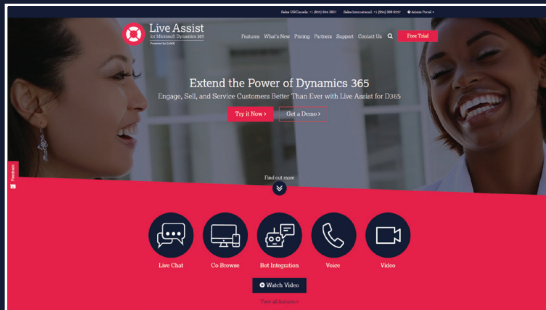
Sheila McGee-Smith, president, McGee-Smith Analytics

“CaféX has not only helped us increase the time a user spends on our website and the engagement it generates, but it has also helped us understand what they are looking for when browsing on our website.”

Adrian Pike, chief marketing officer, district m



## Get Started Today!



[www.liveassistfor365.com](http://www.liveassistfor365.com)  
[msliveassistsales@cafex.com](mailto:msliveassistsales@cafex.com)



30-Day Free Trial

AppSource

BEST OF  
**enterprise**  
**CONNECT**

**Gartner**  
**CoolVendor**