

1-DAY IMPLEMENTATION: USING MICROSOFT FLOW TO AUTOMATE CUSTOMER ORDER STATUS REQUESTS VIA SMS

Improve customer satisfaction and lower customer service costs by implementing an automated order status Flow.

DURING THIS IMPLEMENTATION, we will build a new Microsoft Flow that will allow your customers to inquire on their sales order status via SMS. Customers will send a SMS to you with the body of the message containing their sales order number. Flow will process this message and reply to the customer via SMS with the order status and expected delivery date.

AT THE END OF THE IMPLEMENTATION you will have a fully automated sales order status SMS service, allowing for an improved customer service experience.

TARGET AUDIENCE

Customer Service power users, IT teams.

REQUIREMENTS

Dynamics 365 for Operations, Microsoft Flow, Twilio account (we can access the free trial for the purpose of this implementation).

FEE: \$1795