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Gold Application Development
Gold Cloud Platform
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Gold Collaboration and Content
Gold DevOps

MS Dynamics 365 Customer Service Implementation

6 Weeks – Quick Implementation

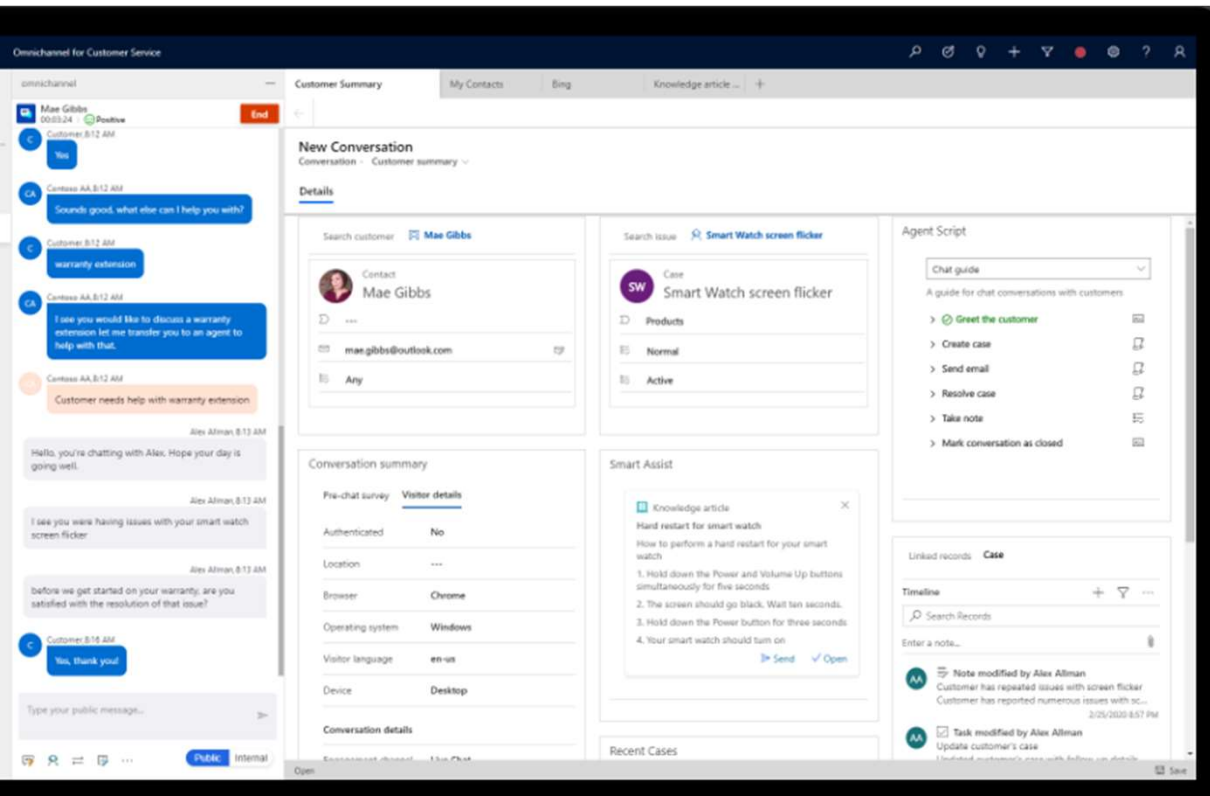


Why Dynamics 365 for Customer Service?

- Engage with Customers in context based on Insights, and make them loyal for life
- Enhance Agents productivity with Dynamics 365 service tools
- Plan ahead for service requirements based on insight based timely forecasts



Earn Customer Loyalty



Omni-channel Engagement

- Customers can connect anytime, anywhere, on channel of their choice and convenience (chat, email, phone, SMS, Portal, Social)

Connected Experience

- 360 degree view of customer enabled across channels providing same information and smooth transfer with context from one channel to another

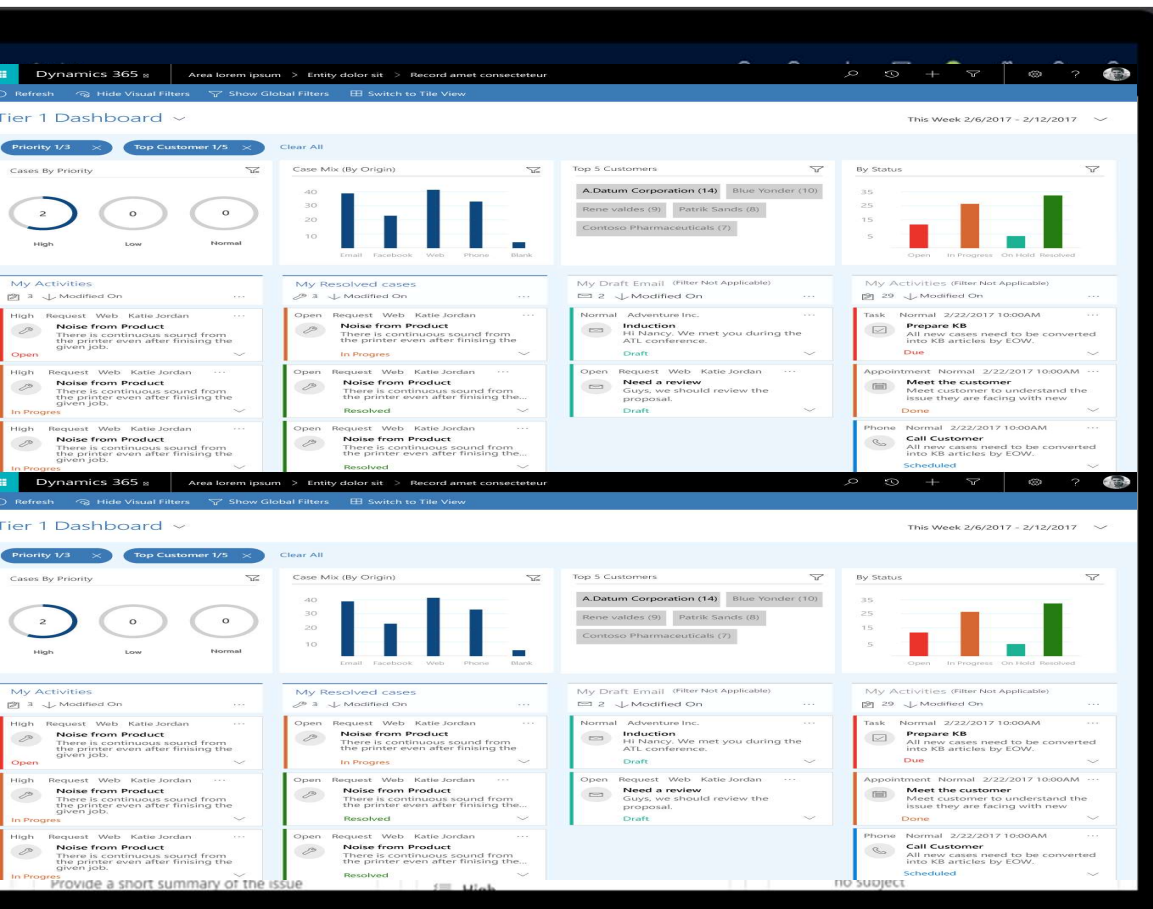
Unified Platform

- Unified experience across self-service and assisted service channels

Self-Service

- Branded, Localized & extensible, contextual information On portal, with enhanced knowledge

Empower Agents



Intelligent Case Management

- Dynamic interface that guides agents through every interaction.

Collaborate to Resolve Quickly

- Enable avoid escalations by harnessing the knowledge of peers and subject matter experts both inside and outside the service organization.

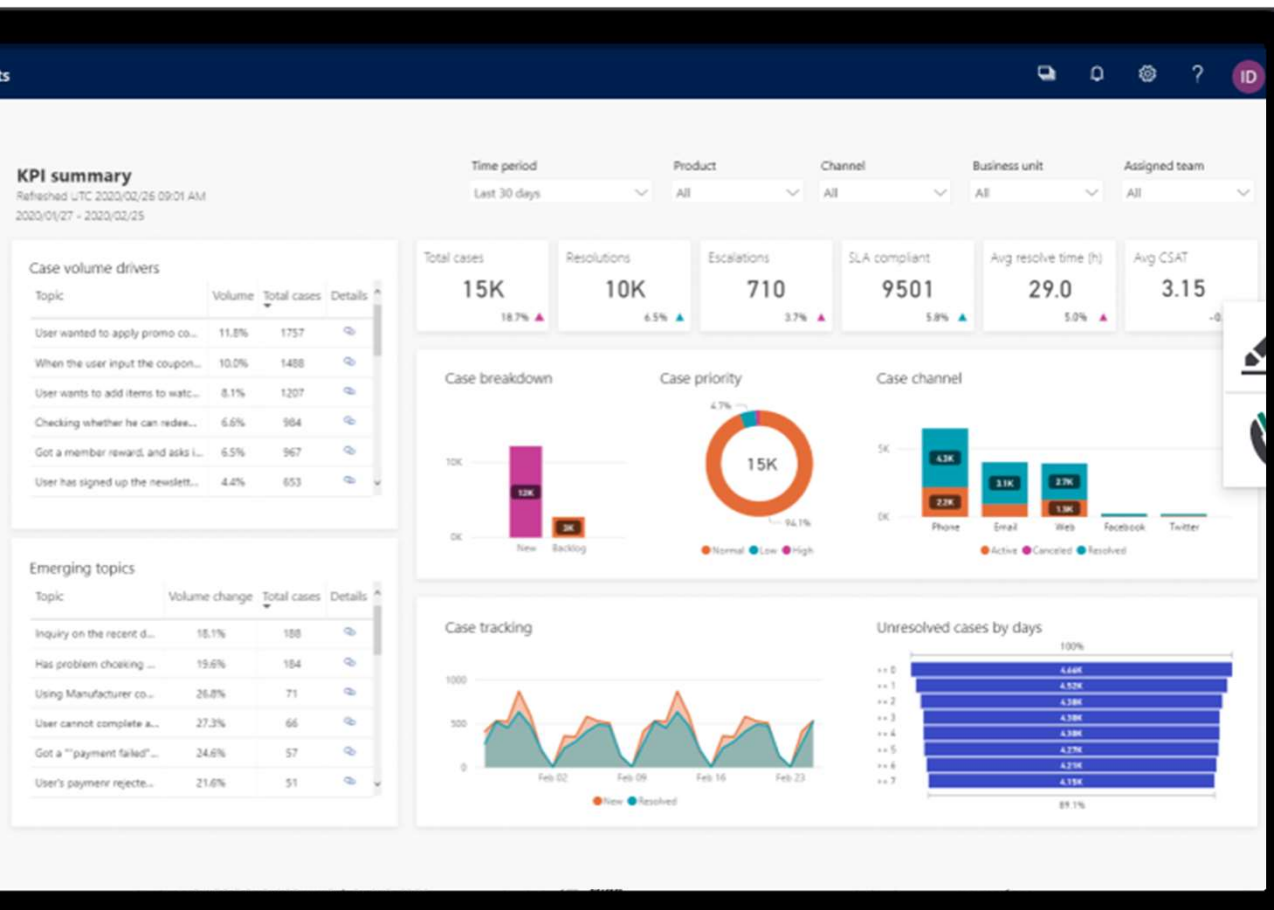
Unified Knowledgebase

- Deliver the right answers at the right time across all service channels from a single source of truth.

Optimized Process

- Optimize Service process and know what steps to take next to close cases faster

Service Insights



Interactive reports & Dashboards

- Realtime view of service metrics

Trends and Forecasts

- Identify trends, forecast outcomes, Improve performance

Service Insights

- Enable proactive services based on service insights

Customer Insights

- Measure Customer satisfaction score and reduce customer churn



Our Offering Features

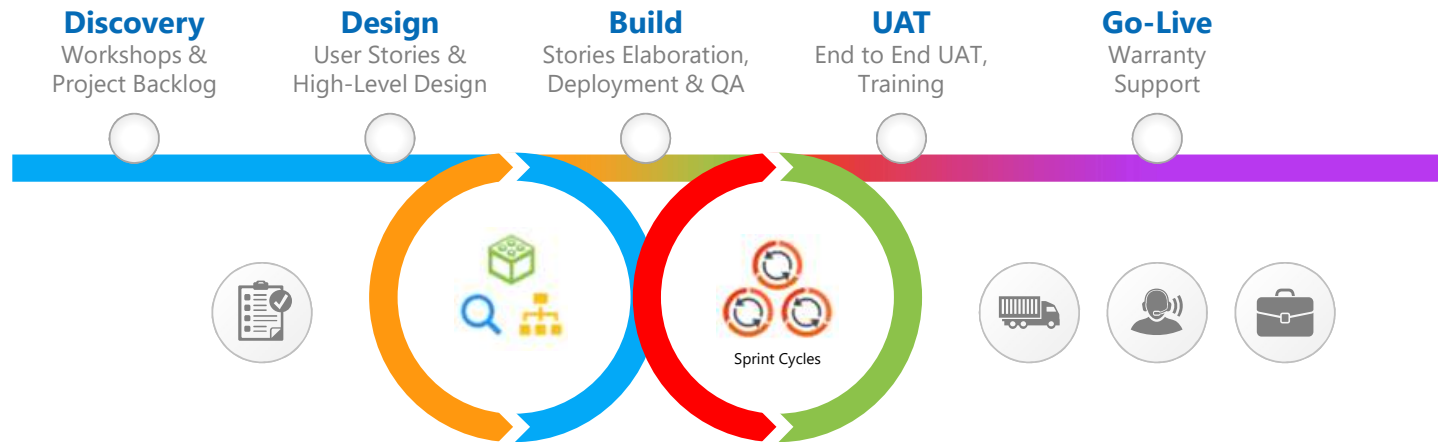


Contact Centre Transformation with Dynamics 365 Service :

- Setup Client's Contact Centre operations with Dynamics 365 Service
- Enable Case, Entitlement and SLA Management process
- Enable Single view of Customer and related service Insights
- Omnichannel Engagement
- Enable Agent Calling Script
- Enable Customer Self-service Support Portal
- Enable Persona based Reports and Dashboards



Methodology



Iteration Cycle N-2

- Workshops
- User Stories (Measure of Success)
- High-Level Design (including Integration)

Iteration Cycle N-1

- User Story Elaboration
- Build/QA
- Release Deployment & Hardening

Iteration Cycle N

- End to End UAT
- Training
- Readiness



Why Hexaware?



Hexaware Advantage

- Strong Microsoft relationship - Global ITes 360 Partner, Managed Partner, 8 Gold competencies
- Solutions are verified by architects from Microsoft
- Global team of certified Consultants and Architects
- Strong Dynamics and PowerApps practice with complex app experience

Our Industry Accelerators



Digital Bank

- Data Model as per BIAN (Banking Industry Architecture Network)
- Customer Onboarding
- KYC
- Mortgage
- Deposit Handling
- Referrals & Payments
- Insights



Digital Insurance

- Agency Management
- Customer 360
- Agency 360
- Advisory
- Quote
- Claims
- Insights



Unified Patient Engagement

- Patient 360
- HCP 360
- Manage Care
- Patient Self Care
- Patient Driven business models



After Sales

- Asset 360
- Customer 360
- Customer Service
- Connected Field Service
- Warranty
- Returns
- Predictions



Digital University

- Contactless Registrations
- Referral Management
- Student Services
- Event Management
- Corporate Engagement
- Alumni & Donor Engagement

Industry-standard data models that enables organizations to rapidly build intelligent, data-driven services solutions across lines of business, accelerating time to value for a range of competitive customer scenarios.

Accelerators, Tools & Templates

Data Migration Toolkit

Business App Solutions

Power App Components Library

Insight based Solutions



Thank you

Innovative Services



Passionate Employees

Delighted Customers

