



Common challenges

Paper-based processes are still widely used across many businesses

Lack of CRM-integration with existing digital survey tools

High-level of expertise and time required to create surveys using Dynamics

Offline data-capture involves time-consuming manual write-backs

No easy way to incorporate existing Dynamics data into surveys.

DXC Intelligent Survey for Microsoft Dynamics 365

Completely transform the way you carry out assessments, inspections, surveys and call scripts

Overview

Modern organisations are doing all they can to reduce the amount of paper-based processes, particularly where the same or similar information needs to be captured again and again. As a result, a variety of digital survey builder tools have appeared on the market, helping organisations to capture and make sense of previously unstructured data.

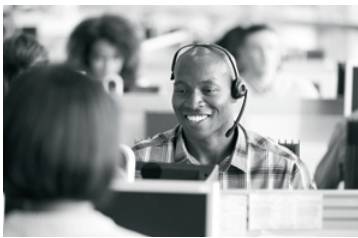
For Microsoft Dynamics 365 Customer Engagement (CRM) users, until now, the challenge was how to easily capture information in a structured format without committing significant time and resources into advanced configuration or additional development to their system.

With DXC Intelligent Survey, all this changes. It provides extended functionality for Dynamics 365. Whether, you are looking to build

call scripts, site surveys, claims processes or health and safety assessments, they can now be created in a matter of minutes. And because DXC Intelligent Survey sits directly on the Microsoft Dynamics platform, it seamlessly integrates into Customer Engagement (CRM) straight out of the box.

Quickly build complex questionnaires where the questions change, notifications can be given, or system actions triggered, depending on how they are answered. These can be run directly from a portal within CRM or on a mobile client, both on and offline.

What's more, the data capture can be written directly back to fields within CRM or automatically exported for use elsewhere.



Recommendations for use

DXC Intelligent Survey is a flexible toolset that can be used to improve a wide variety of business processes, including:

- Site assessment surveys
- Call-scripting for contact centres
- Inspections
- Field-based research.

Key benefits of DXC Intelligent Survey

With DXC Intelligent Survey for Microsoft Dynamics 365, you can:

- Increase customer satisfaction — follow a scripted, structured approach for capturing information
- Create surveys quickly — choose from pre-defined templates or quickly adapt or configure a new template using the intuitive ‘drag and drop’ designer
- Work remotely — surveys can be mobile-enabled for use on or offline using IOS, Android and Windows devices
- Save time — quickly copy, adapt and re-use previously created surveys
- Enrich your surveys — easily pull in existing data held within Microsoft Dynamics
- Auto-send results — customers or other interested parties can be automatically sent their completed surveys
- Auto write-back — responses to survey questions can automatically be written back to CRM
- Auto-generate surveys — the system can automatically create a new survey when a specific action has been completed
- Aid compliancy — with full audit trail, date stamping and the ability to store electronic signature and photographic evidence
- Reduce staff training — intuitive tools mean less training is required for new recruits
- Make analysis easier — a real-time weight scoring can be added to each question
- Generate professional looking outputs — easily create PDF versions of survey results, including scoring
- Incorporate ‘smart’ elements — associate 2D images, add photos and capture electronic signatures.

Get in touch

Contact DXC and request a meeting with one of our Dynamics 365 specialists for more information.

Visit ebecs.com/contact-us or call +44 (0)8455 441 441.

About DXC Technology and eBECS

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