



Modern Care on Microsoft Dynamics 365

Powered by Sprinklr



Slide Index



1. Why Modern Care?

- Traditional vs Modern customer

2. Sprinklr + Microsoft

- PBOs

- Use Cases, Flow Diagram, Prerequisites

3. Sprinklr Installation

4. Authenticating Social handles

5. Setting up Keywords (Topics) to listen

6. Case Creation and Engagement on Social

7. Social Profiles Data in MS Dynamics 365

Imagine better care

“It takes 12 positive experiences to make up for 1 unresolved negative experience”

—Ruby Newell-Legner, *Understanding Customers*

“70% of buying experiences are based on how customers feel they are being treated”

—McKinsey

“Of the people you fail, you will lose 65% of their potential revenue within the next year”

—SDL

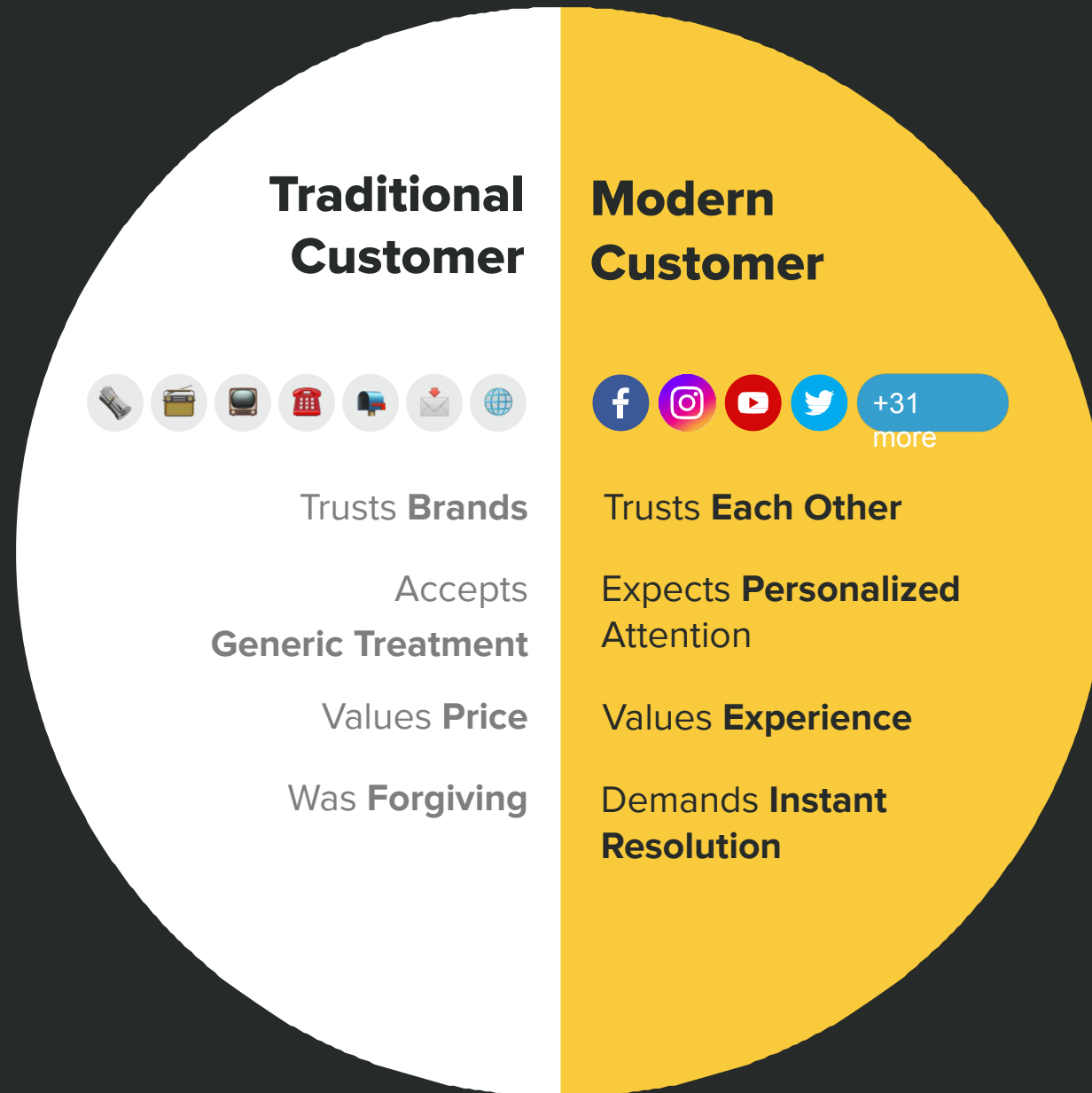
“A 5% increase in customer retention can increase a company’s profitability by 75%”

—Bain & Co

“76% of consumers say they view customer service as the true test of how much a brand values them”

—Aspect





75% of online customers expect a reply within 5 mins

MCKINSEY



Sprinklr + Microsoft **Quickly Scale Customer Experience Anywhere**



Sprinklr + Dynamics 365

Deepen customer
engagement with
personalized experiences

How we do it better

Microsoft Dynamics 365 for Care/Customer Serv.

- Case management in Dynamics 365
- Automated workflows and processes
- Consolidate customer view
- Leverage customer purchase history and preferences



- Identify, respond, and resolve cases in a unified platform at scale
- Auto-respond to customer inquiries outside business hours
- Real time reporting of NPS, CSAT, and case resolution
- Detect trending product or service issues as they emerge
- Add value to customers and up-sell as part of service interaction
- Analyze social data from 25+ social channels, 10 messaging apps

Positive business outcomes



Reduced time to complete case resolution

Cost savings through reduced resource from automation and bots

Mitigated risk from product and service issues outside of earned channels

Increased sales through service

Improved retention through data driven personalized engagement

...help to deliver great customer experiences



Use-Cases

- Create and update Dynamics cases from social channels and messaging apps
- Associate cases with contacts through search or new contact creation
- Sync social profile data with Dynamics contacts
- Automate case creation utilising the Sprinklr AI powered Intuition moderation model
- Set rules to create cases in Dynamics based on keywords
- Engage with your audience from Dynamics CRM
- Synchronize standard and custom case fields between Sprinklr and Dynamics

Languages Supported

English, French, German, Spanish, Portuguese, Chinese, Italian, Japanese, and Korean



The Sprinklr approach

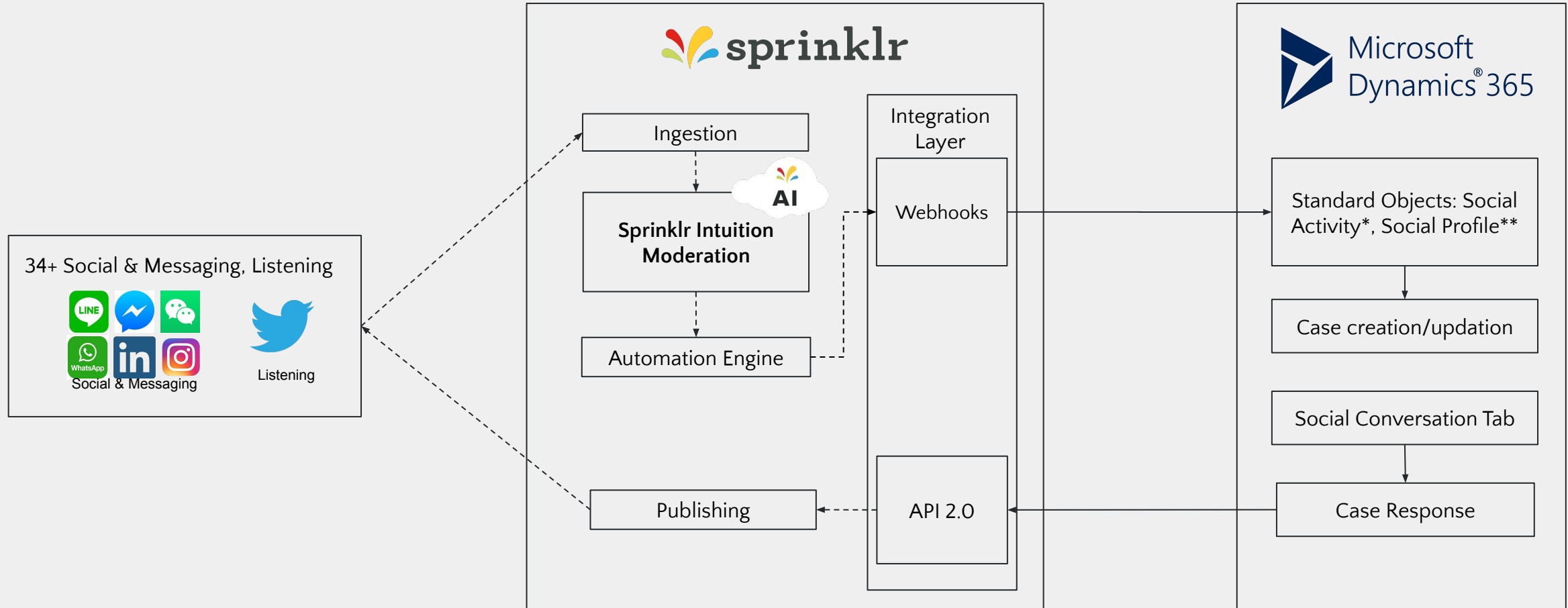
- Expand reach and provide support to customers across 25+ social channels and 10 messaging apps
- Access a unified view of the customer by integrating social and CRM data, allowing brands to fully resolve care and support inquiries via the customers channel of choice
- The same standard objects Social Activity and Social Profile, which are used in the Social Engagement offering of MS Dynamics, are used in this connector

Pre-requisites

- MS Dynamics 365 cloud version 9.0 and above
- Whitelisted Sprinklr IP addresses
- **Modern care user seat(s) of Sprinklr for every Dynamics user who want to use this connector**



Flow Diagram



*Social Activity: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/entities/socialactivity>

**Social Profile: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/web-api/socialprofile?view=dynamics-ce-odata-9>



Downloading and configuring the Sprinklr App in Dynamics 365

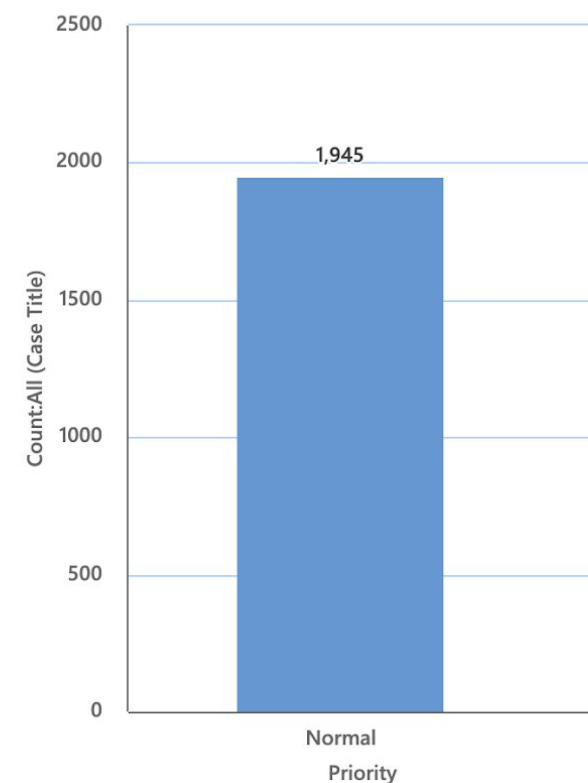
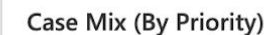
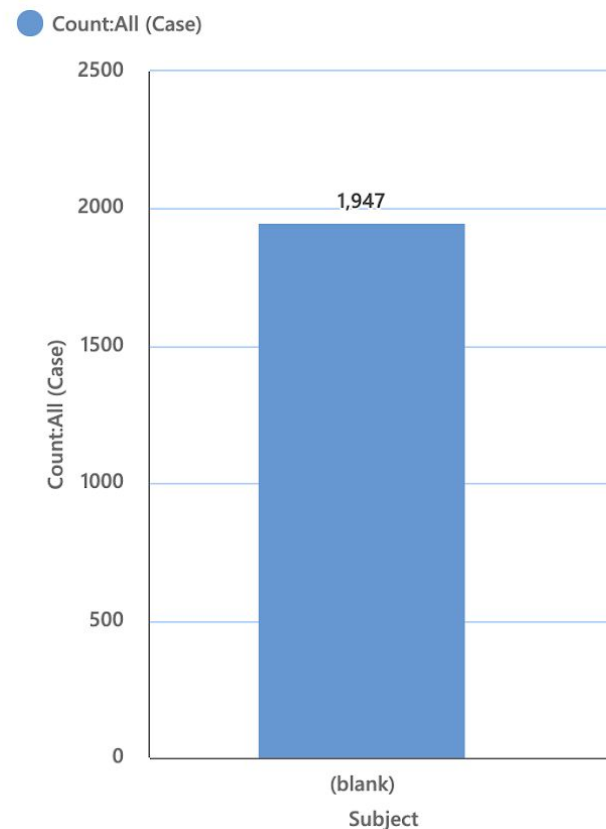


Reach out to your Sprinklr Success Manager or drop an email at support@sprinklr.com



Adding Social handles in Dynamics 365

Select **Sprinkl**r from the Quick Menu drop down



- Home
- Recent
- Pinned
- Sprinklr
 - Accounts
 - Topics Management
 - Sprinklr Configuratio...
 - Social Profiles
 - Social Messages

Accounts

All Channels

All

Active







Inactive

Social

Messaging

🔍 ⚙️

Add Account

<input type="checkbox"/>	Account Name	Account Type	Status	Reach		
<input type="checkbox"/>	 Fashion Store	Facebook Page	Active	4	0	0
<input type="checkbox"/>	 Fashion Store	Facebook Page	Active	0	0	0
<input type="checkbox"/>	 Fashion Store	Instagram	Active	0	0	0
<input type="checkbox"/>	 We.Retail	Deactivated due to invalid access token, please re-add account				Re-Add
<input type="checkbox"/>	 Fa\$hionStore	Twitter	Active	1	1	9
<input type="checkbox"/>	 wedotretail	Twitter	Active	1	3	4

1. Select Accounts

2. Click Add Account

Add Account

Choose a channel you would like to add an account for

Search

Search for the Social Channel



Facebook Page



Google App Store



Google My Business Page



Instagram



Line



LinkedIn Company



Pinterest



Renren



Sina Weibo



Tencent Weibo





Home



Recent



Pinned

Sprinklr



Accounts



Topics Management



Sprinklr Configuratio...



Social Profiles



Social Messages

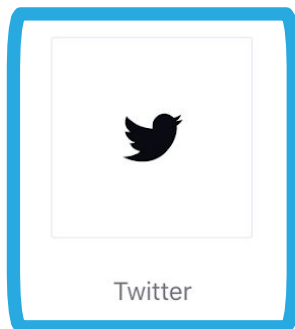
Accounts

Add Account

Add Account

Choose a channel you would like to add an account for

twitter



Click on the Appropriate Social Channel Tile



hionstore

Authorize Sprinklr Prod0 to use your account?

[Authorize app](#)[Cancel](#)

This application will be able to:

- Read Tweets from your timeline.
- See who you follow, and follow new people.
- Update your profile.
- Post Tweets for you.
- Access your direct messages.
- See, create, and manage your advertising data including:
 - Campaigns
 - Audiences
 - Business and ad account information
 - Ad account and user settings
 - Creatives and media

Will not be able to:

- See your email address.
- See your Twitter password.



Sprinklr Prod0

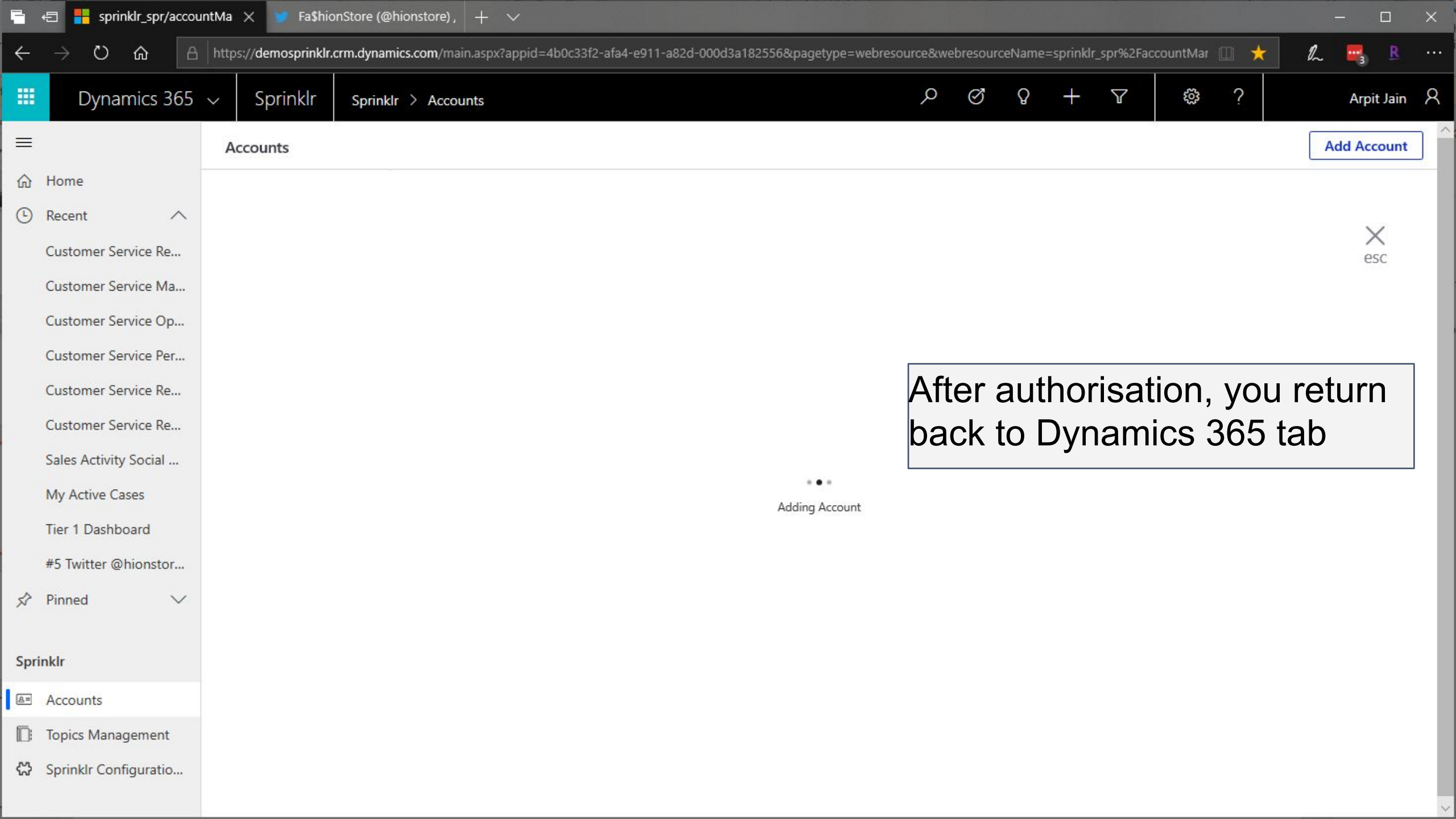
By Sprinklr Inc.

prod0.sprinklr.com

Sprinklr application for Prod0 environment

[Privacy Policy](#)[Terms and Conditions](#)

Pop-up opens up wherein you need to authorise Sprinklr App



Accounts

[Add Account](#)



Update Fa\$hionStore

You can add Important details to this Account here

✕
esc

Account Details



Account Name •

Fa\$hionStore

UserId

1000069796

Custom Character Count

Enter Value

Fill in Appropriate details and
Click **Save**

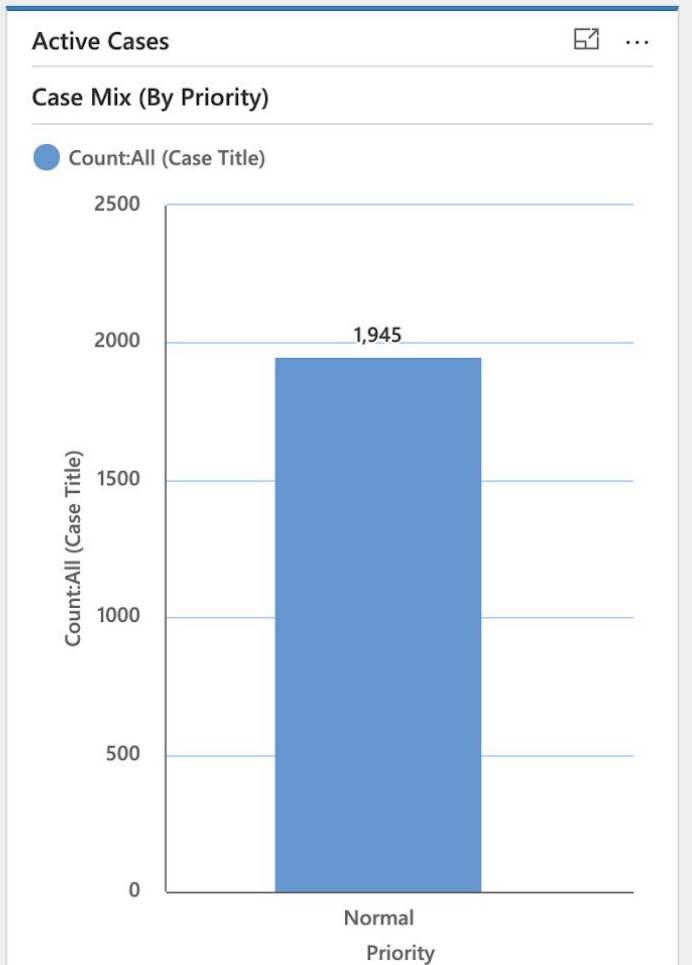
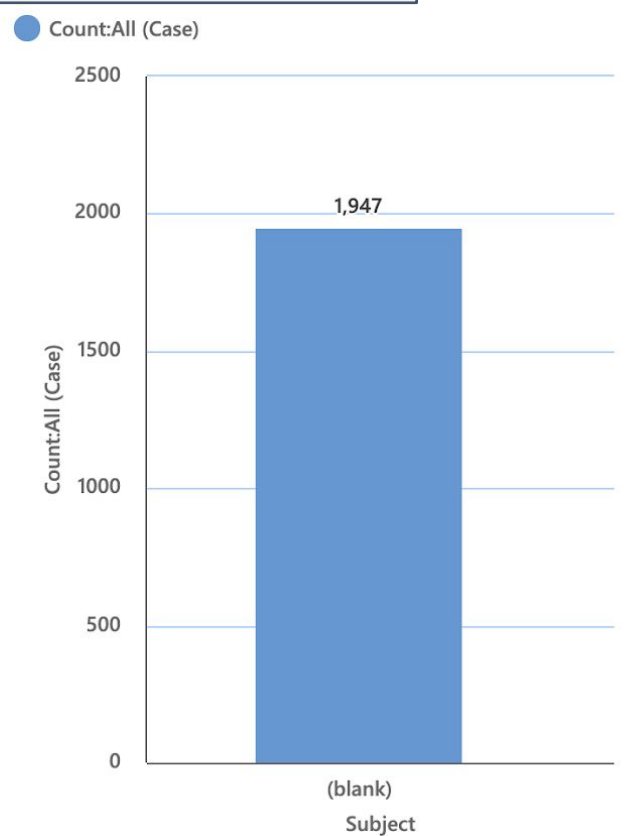
Cancel

Save



Adding Topics (Keywords) to listen in Dynamics 365

Active Cases



Home

Recent

Pinned

Sprinklr

Accounts

Topics Management

Sprinklr Configuratio...

Social Profiles

Social Messages

Settings > Topics

All

Fetching

Not-Fetching

Fetching

Name

Modified T...

Created Ti...

Demo Topic - Fashion

25 Oct 19, 6:4...

7 Aug 19, 11:28...

Demo Topic - Fashion

21 Oct 19, 8:35...

29 Aug 19, 5:1...

Showing 1 - 2 of 2 topics

1. Select Accounts

2. Click Add Topic

Add Topic

Give a Topic Name

Select date☐ Advanced Query ?

Select or enter keyword, phrase or group of words

Select or enter keyword, phrase or group of words

Topic Name ■

Sprinklr

Include messages from *i*

Select date

Include messages till ☐ *i*

October 31, 2019

Query •

ANY of these Keywords / Phrases should be present in the received messages

Select or enter keyword, phrase or group of words

ALL of these Keywords / Phrases must be present in the received messages

Select or enter keyword, phrase or group of words

< October 2019 >

S M T W T F S

29 30 1 2 3 4 5

6 7 8 9 10 11 12

13 14 15 16 17 18 19

20 21 22 23 24 25 26

27 28 **29** 30 **31** 1 2

3 4 5 6 7 8 9

31 Oct, 2019

11:17 PM

☐ Not Fetching

Cancel

Save

Topics > Create New Topic

Build Query

Preview

Topic Name

Sprinklr

Include messages from

Select date

Include messages till

October 31, 2019

×

Query

⏻

Advanced Query?

ANY of these Keywords / Phrases should be present in the received messages

Sprinklr

Sprinklr

ALL of these Keywords / Phrases must be present in the received messages

Select or enter keyword, phrase or group of words

⏻

Not Fetching

Cancel

Save

Add the keywords you want to listen to



- Home
- Recent ▾
- Pinned ▾

Sprinklr

- Accounts
- Topics Management**
- Sprinklr Configuratio...
- Social Profiles
- Social Messages

Topics > Create New Topic

Build Query

Preview

Select date

October 31, 2019



Query •

☐ Advanced Query ?

ANY of these Keywords / Phrases should be present in the received messages

Select or enter keyword, phrase or group of words

Sprinklr × +

Add the keywords that must be present in the messages

ALL of these Keywords / Phrases must be present in the received messages

Social|

Social

NONE of these Keywords / Phrases should be present in the received messages

Select or enter keyword, phrase or group of words

☐ Not Fetching

Cancel

Save



- Home
- Recent ▾
- Pinned ▾

Sprinklr

- Accounts
- Topics Management**
- Sprinklr Configuratio...
- Social Profiles
- Social Messages

Topics > Create New Topic

Build Query

Preview

Sprinklr × +

ALL of these Keywords / Phrases must be present in the received messages

Select or enter keyword, phrase or group of words

Social × +

NONE of these Keywords / Phrases should be present in the received messages

Voice|

Voice

Add the keywords that must not be present in the messages

Query for the Topic "Untitled"

(Sprinklr)AND(Social)

Advanced Options

☐ Not Fetching

Cancel

Save

Topics > Create New Topic

Build Query

Preview

Query for the Topic "Untitled"

(Sprinklr)AND(Social)NOT(Voice)

Advanced Options

Languages

Restrict languages you want messages in

English

English

Include messages from these owned accounts

Select Accounts

Locations

Not Fetching

Cancel

Save

Select the languages you want to listen to



- 🏠 Home
- 🕒 Recent ▾
- 📌 Pinned ▾

Sprinklr

- 📁 Accounts
- 📁 Topics Management**
- ⚙️ Sprinklr Configuratio...
- 👤 Social Profiles
- 💬 Social Messages

Topics > Create New Topic

Build Query

Preview

(Sprinklr)AND(Social)NOT(Voice)

Advanced Options

Languages

Restrict languages you want messages in





English ×

You can include data from the authenticated social handles as well

Owned Accounts

Include messages from these owned accounts

Select Accounts ▾

-  Fa\$hionStore
Twitter
-  fa\$hionstorevegas2019
Instagram
-  Fashion Store
Facebook
-  Testpage
Facebook

Not Fetching

Cancel

Save

(Sprinkler) AND (Social) NOT (Voice)

Languages

Restrict languages you want messages in

English ×

✕ ∨

Owned Accounts

Include messages from these owned accounts

Fa\$hionStore ✕


You can specify the locations

Locations

Restrict countries you want messages from

 Include 

United Kingdom ×

United States 

✕ ∨

☐ Not Fetching

Cancel

Save

Dynamics 365

Sprinklr

Sprinklr

> Topics Management

Home

Recent

Pinned

Sprinklr

Accounts

Topics Management

Sprinklr Configuratio...

Social Profiles

Social Messages

Topics > Create New Topic

Build Query

Preview

(Sprinklr)AND(Social)NOT(Voice)

Advanced Options

Languages

Restrict languages you want messages in

English

Owned Accounts

Include messages from these owned accounts

Fa\$hionStore

Locations

Restrict countries you want messages from

United States

Fetching

Cancel

Save

Click on Preview to quickly check the data flowing in

Toggle this to start listening to the data

Dynamics 365

Sprinklr

Sprinklr > Topics Management

Home

Recent

Pinned

Sprinklr

Accounts

Topics Ma

Sprinklr Co

Social Profiles

Social Messages

Topics > Create New Topic

(Sprinklr)AND(Social)NOT(voice)

Advanced Options

Owned Accounts

Include messages from these owned accounts

Fa\$hionStore

Locations

Restrict countries you want messages from

Include

United Kingdom

United States

Fetching

Cancel

Save

Build Query

Preview

Conversation Stream

Top Words

Estimated Volume

Estimated Distribution

Messages that matched with the topic.

Stacey Shulman

@shulmaniam • Photo Retweet

TODAY @ 10 a.m. ET: Join @andrewfowkes of SAS and @shulmaniam of Intel fo our #saswebinar discussion – Real-Time Analytics in Retail: Deeper Customer Insights. Better Customer Experience. #CX <https://t.co/fdc1h2VcO3> <https://t.co/9e4MLqyRXq>

SAS Webinar

Retweet of @SASsoftware

Not Set

No Queues

Not Assigned

Neutral

Conversation stream gives you the message level details

×

Top Words

insights

deeper

sas

real-time

customer

today

intel

analytics

join

@shulmaniam

discussion

experience

@andrewfowkes

retail

#saswebinar

#cx

Save

☰

Home

Recent

Pinned

Sprinklr

Accounts

Topics Management

Sprinklr Content

Social Profiles

Social Messages

Topics > Create New Topic

(Sprinklr)AND(Social)NOT(voice)

Advanced Options

Owned Accounts

Include messages from these owned accounts

Fa\$hionStore

Locations

Restrict countries you want messages from

+ Include

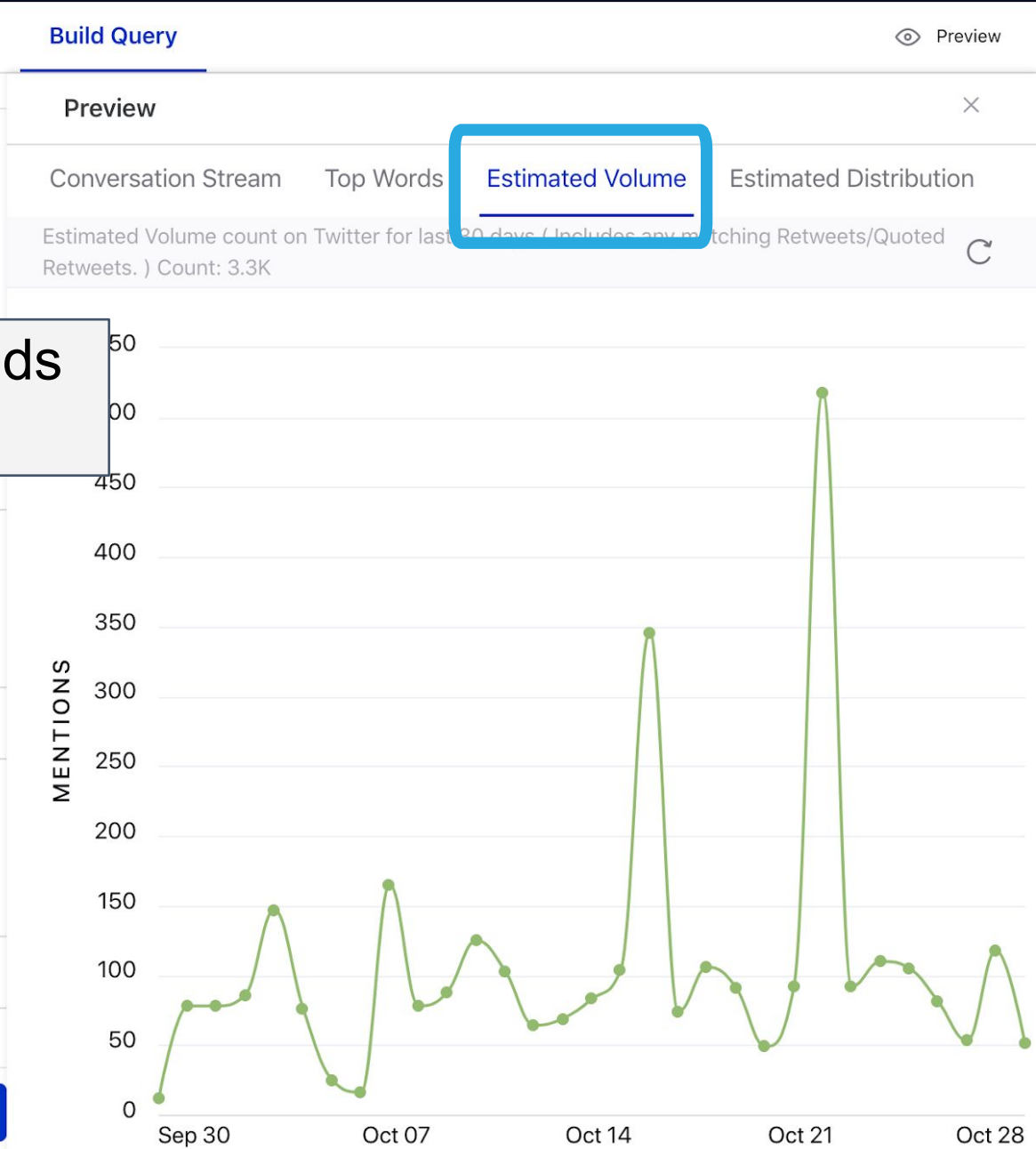
United Kingdom

United States

Fetching

Cancel

Save



Estimated Volume gives the daily trends of the mentions

Dynamics 365

Sprinklr

Sprinklr

Topics Management

Home

Recent

Pinned

Sprinklr

Accounts

Topics Management

Sprinklr Configuratio...

Social Profiles

Social Messages

Topics > Create New Topic

Build Query

Preview

(Sprinklr)AND(Social)NOT(voice)

Advanced Options

Languages

Restrict languages you want messages in

English

Owned Accounts

Include messages from these owned accounts

Fa\$hionStore

Locations

Restrict countries you want messages from

+ Include

United Kingdom

United States

Fetching

Cancel

Save

Preview

Conversation Stream

Top Words

Estimated Volume

Estimated Distribution

Distribution of conversations by source in last 7 days. Count: 2

100% (2) TWITTER

Estimated Distribution gives the distribution of mentions across various sources

✕ ∨

☒ Fetching

Cancel

Save

Sprinklr

End Date

Oct 31, 2019

Quick Overview of the Topic Created

Query

(Sprinklr)AND(Social)NOT(Voice)

Accounts

 Fa\$hionStore

Languages

English

Countries Included

United Kingdom | United States



Automatic Case Creation using Sprinklr Intuition (AI)

Customer is @mentioning your brand on Twitter

Home

Explore

Notifications

Messages

Bookmarks

Lists

Profile

More

Tweet



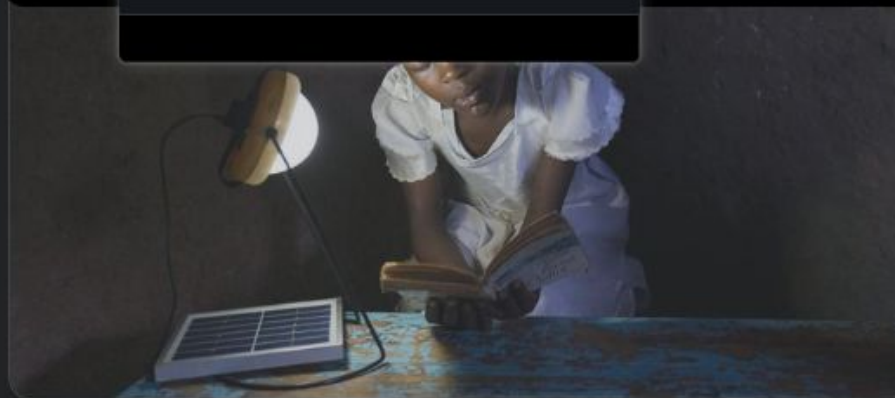
@hionstore



Fa\$hionStore
@hionstore



Tweet



168

346

2.1K



Morgan Stanley @MorganStanley

"What is that next Neil Armstrong moment? That one small step for man moment? There could be multiple ones." Global Head of Auto and Shared Mobility, Adam Jonas explains the new space economy in a [#MorganStanleyMinute](#).

Search Twitter

Trends for you

Trending in USA

enShirtGuy

Tweets

sungEvent

to level up. Tune into Galaxy Unpacked today from EST.

promoted by Samsung Mobile US

Trending in USA

pleHeartDay

Trending with: Dayton

Trending in USA

#WednesdayWisdom

70.7K Tweets

Trending in USA

Tucker Carlson

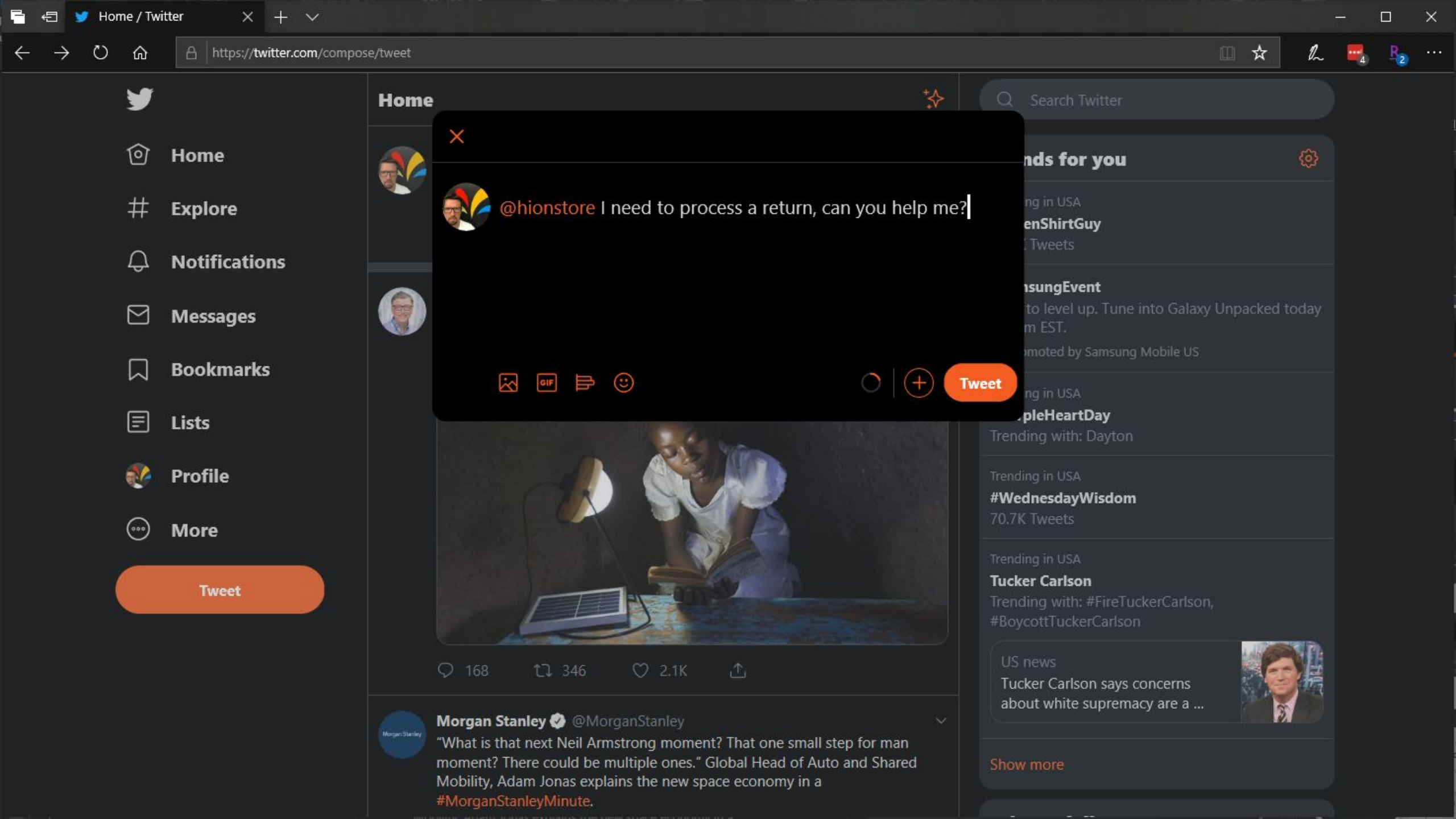
Trending with: #FireTuckerCarlson, #BoycottTuckerCarlson

US news

Tucker Carlson says concerns about white supremacy are a ...



Show more



Dynamics 365

Sprinklr

Arpit Jain

Home

Tier 1 Dashboard

Sales Activity Social ...

Customer Service Re...

All Entitlements

Account Entitlements

#3 Facebook still frus...

#6 Twitter @hionstor...

#4 Twitter @hionstor...

Pinned

Sprinklr

Accounts

Topics Management

Sprinklr Configuratio...

All Cases

Search for records

Show Chart

New Case

Delete

Refresh

Run Report

Email a Link

Flow

Excel Templates

	Priority	Ori...	Customer	Owner	Status	
#942 Twitter @hionstore I need to	CAS-01014-D7V5...	Normal	---	Jay-Ready	application user	Active
test case3	CAS-01013-N1T3...	Normal	---	Kartik	application user	Active
test case2	CAS-01012-S5G6...	Normal	---	Kartik	application user	Active
test case2	CAS-01011-Z6J1P0	Normal	---	Kartik	application user	Active
test case2	CAS-01010-Z6V2...	Normal	---	Kartik	application user	Active
test case1	CAS-01007-Q1G8...	Normal	Phone	Kartik	application user	Active
#5 Twitter @hionstore Can you p	CAS-01003-J8Z4...	Normal	---	Jay-Ready	application user	Active
#6 Twitter @hionstore Can you p	CAS-01003-B3F9E5	Normal	---	Jay-Ready	application user	Active

All

#

A

B

C

D

E

F

G

H

I

J

K

L

M

N

O

P

Q

R

S

T

U

V

W

X

Y

Z

1 - 10 of 10 (0 selected)

Case gets auto-created in MS Dynamics.
Click on Case to view details

Dynamics 365

Sprinklr

#942 Twitter @hionstore I need to

Arpit Jain

Home

Recent

#942 Twitter @hions...

All Cases

test case1

Tier 1 Dashboard

Sales Activity Social ...

Customer Service Re...

All Entitlements

Account Entitlements

#3 Facebook still frus...

#6 Twitter @hionstor...

Pinned

Sprinklr

Accounts

Topics Management

Sprinklr Configuratio...

Save & Route

New

Create Child Case

Resolve Case

Cancel Case

Add to Queue

Queue Item Details

Assign

Case: Case for Interactive experience

#942 Twitter @hionstore I need to

Priority

Normal

Created On

8/7/2019

11:42 PM

Phone to Case Process

Active for 1 minute

Identify (1 Min)

Research

Resolve

Summary

Social Conversations

Details

Case Relationships

SLA

Related

GENERAL INFORMATION

Ja

Contact

Jay-Ready

Case Title

#942 Twitter @hionstore

Case Number

CAS-01014-D7V5M1

TIMELINE

TODAY

Auto-post on wall #942 Twitter @hionstore I need to - Just now

Case: Created by application user for Contact Jay-Ready.

Like

Reply

RELATED

#942 Twitter @hionstore I need to

Active

#5 Twitter @hionstore Can you p

Active

ENTITLEMENTS

Active

Save

Summary tab has contact details of the social profile and case details

Dynamics 365

Sprinklr

#942 Twitter @hionstore I need to

Arpit Jain

Home

Recent

Pinned

Sprinklr

Accounts

Topics Management

Sprinklr Configuratio...

Save & Route

New

Create Child Case

Resolve Case

Cancel Case

Add to Queue

Queue Item Details

Assign

Do Not Decrement En...

Case: Case for Interactive experience

#942 Twitter @hionstore I need to

Priority

Normal

Created On

8/7/2019

11:42 PM

Phone to Case Process

Active for 5 minutes

Identify (5 Min)

Research

Resolve

Summary

Social Conversations

Details

Case Relationships

SLA

Related

@hionstore I need to process a return, can you help me?

@JayReady7 • Mention • 6mins

Write a reply

Active

Save

You can respond to your fan on Social directly from the Social Conversations Tab

Dynamics 365

Sprinklr

#942 Twitter @hionstore I need to

Arpit Jain

Save & Route

New

Create Child Case

Resolve Case

Cancel Case

Add to Queue

Queue Item Details

Assign

Do Not Decrement En...

Case: Case for Interactive experience

#942 Twitter @hionstore I need to

Priority
Normal

Created On
8/7/2019 11:42 PM

Phone to Case Process
Active for 5 minutes

Identify (5 Min)

Research

Resolve

Summary

Social Conversations

Details

Case Relationships

SLA

Related

@hionstore I need to process a return, can you help me?

@JayReady7 • Mention • 7mins

Fa\$hionStore

Reply

Replying to @JayReady7

Enter your reply here....

Enable Private Messaging

You can add text, insert emojis, media, links etc when you respond

Cancel

Send

Active

Save

Dynamics 365

Sprinklr

#942 Twitter @hionstore I need to

Arpit Jain

Save & Route

New

Create Child Case

Resolve Case

Cancel Case

Add to Queue

Queue Item Details

Assign

Do Not Decrement En...

Case: Case for Interactive experience

#942 Twitter @hionstore I need to

Priority

Normal

Created On

8/7/2019

11:42 PM

Phone to Case Process

Active for 5 minutes

Identify (5 Min)

Research

Resolve

Summary

Social Conversations

Details

Case Relationships

SLA

Related

1 Message Selected

Macro

Assign

Archive

@hionstore I need to process a return, can you help me?

@JayReady7 • Mention • 9mins

Fa\$hionStore

Reply

Replying to @JayReady7

Absolutely! Please let me know if you purchased in store, or online? Also include your order number (or receipt ID). If you like, DM us and we can wrap this up asap. 😊

Active

Save

Case: Case for Interactiv

+

▼

←

→

↺

🏠

🔒

https://demosprinklr.crm.dynamics.com/main.aspx?appid=4b0c33f2-afa4-e911-a82d-000d3a182556&pagetype=entityrecord&etn=incident&id=a49096e5-3eb9-e911-a825-00c

📄

★

🔍

🔗

💡

+

🔼

⚙️

?

Arpit Jain

👤

☐

Dynamics 365

▼

Sprinklr

#942 Twitter @hionstore I need to

📄

Save & Route

+

New

🔗

Create Child Case

📄

Resolve Case

🗑️

Cancel Case

📄

Add to Queue

📄

Queue Item Details

👤

Assign

📄

Do Not Decrement En...

...

🏠

Home

🕒

Recent

📌

Pinned

Sprinklr

📄

Accounts

📄

Topics Management

⚙️

Sprinklr Configuratio...

👤

Case: Case for Interactive experience

▼

#942 Twitter @hionstore I need to

Priority

Normal

📅

Created On

8/7/2019

🕒

11:42 PM

📞

Phone to Case Process

Active for 5 minutes

◀

🎯

Identify (5 Min)

○

Research

○

Resolve

▶

Summary

Social Conversations

Details

Case Relationships

SLA

Related

✓

@hionstore I need to process a return, can you help me?

@JayReady7 • Mention • 12mins

Absolutely! Please let me know if you purchased in store, or online? Also include your order number (or receipt ID). If you like, DM us and we can wrap this up asap. 😊

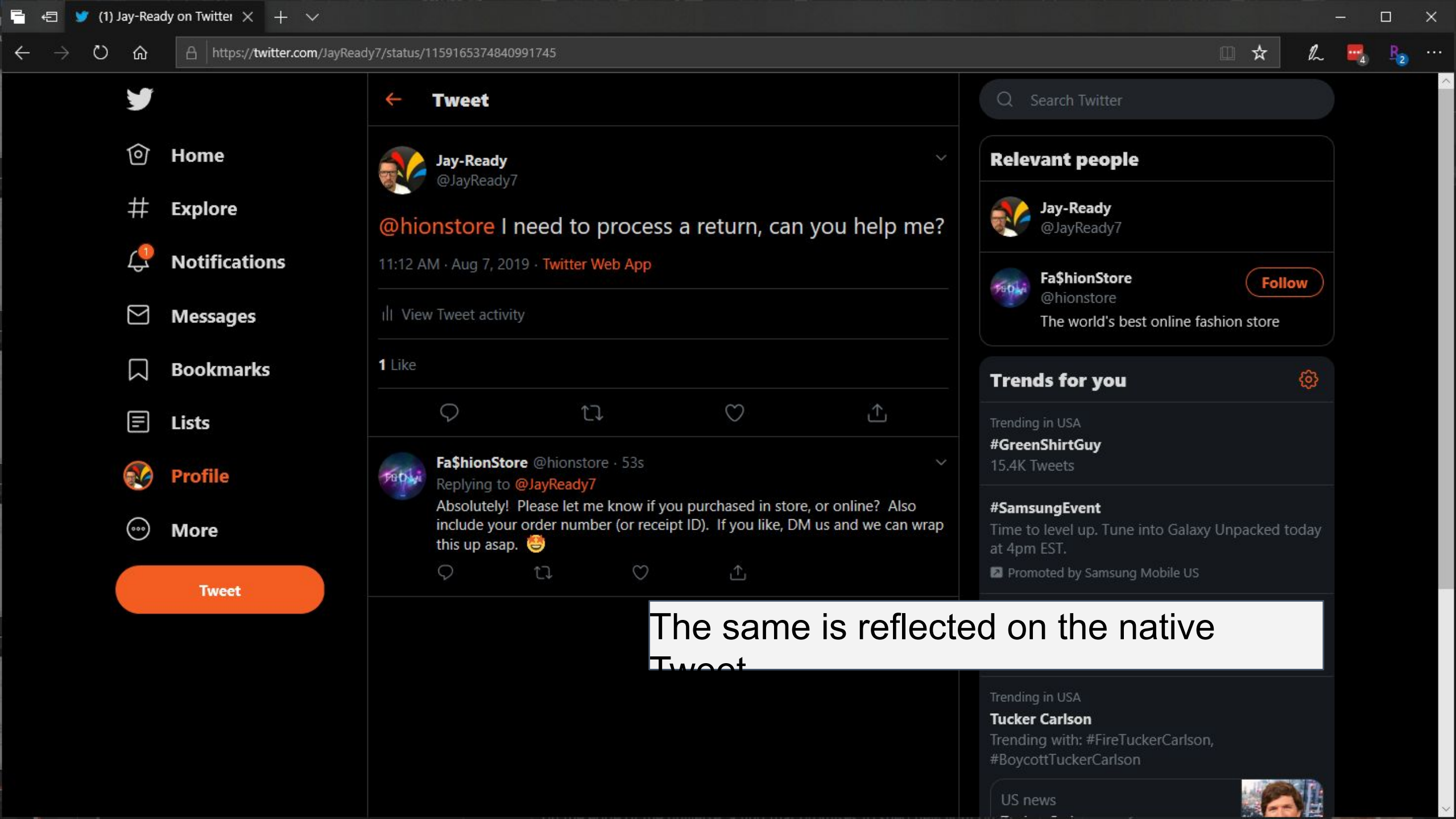
• Reply • Arpit Jain • just now

📄 Message scheduled by Arpit Jain • Today at 11:24 AM

Active

Save

Your responses align to the right side of the Social Conversations Tab



← Tweet



Jay-Ready
@JayReady7

@hionstore I need to process a return, can you help me?

11:12 AM · Aug 7, 2019 · Twitter Web App

||| View Tweet activity

1 Like



Fa\$hionStore @hionstore · 53s

Replying to @JayReady7

Absolutely! Please let me know if you purchased in store, or online? Also include your order number (or receipt ID). If you like, DM us and we can wrap this up asap. 😊



🔍 Search Twitter

Relevant people



Jay-Ready
@JayReady7



Fa\$hionStore
@hionstore

Follow

The world's best online fashion store

Trends for you

Trending in USA

#GreenShirtGuy

15.4K Tweets

#SamsungEvent

Time to level up. Tune into Galaxy Unpacked today at 4pm EST.

📌 Promoted by Samsung Mobile US

The same is reflected on the native
Tweet

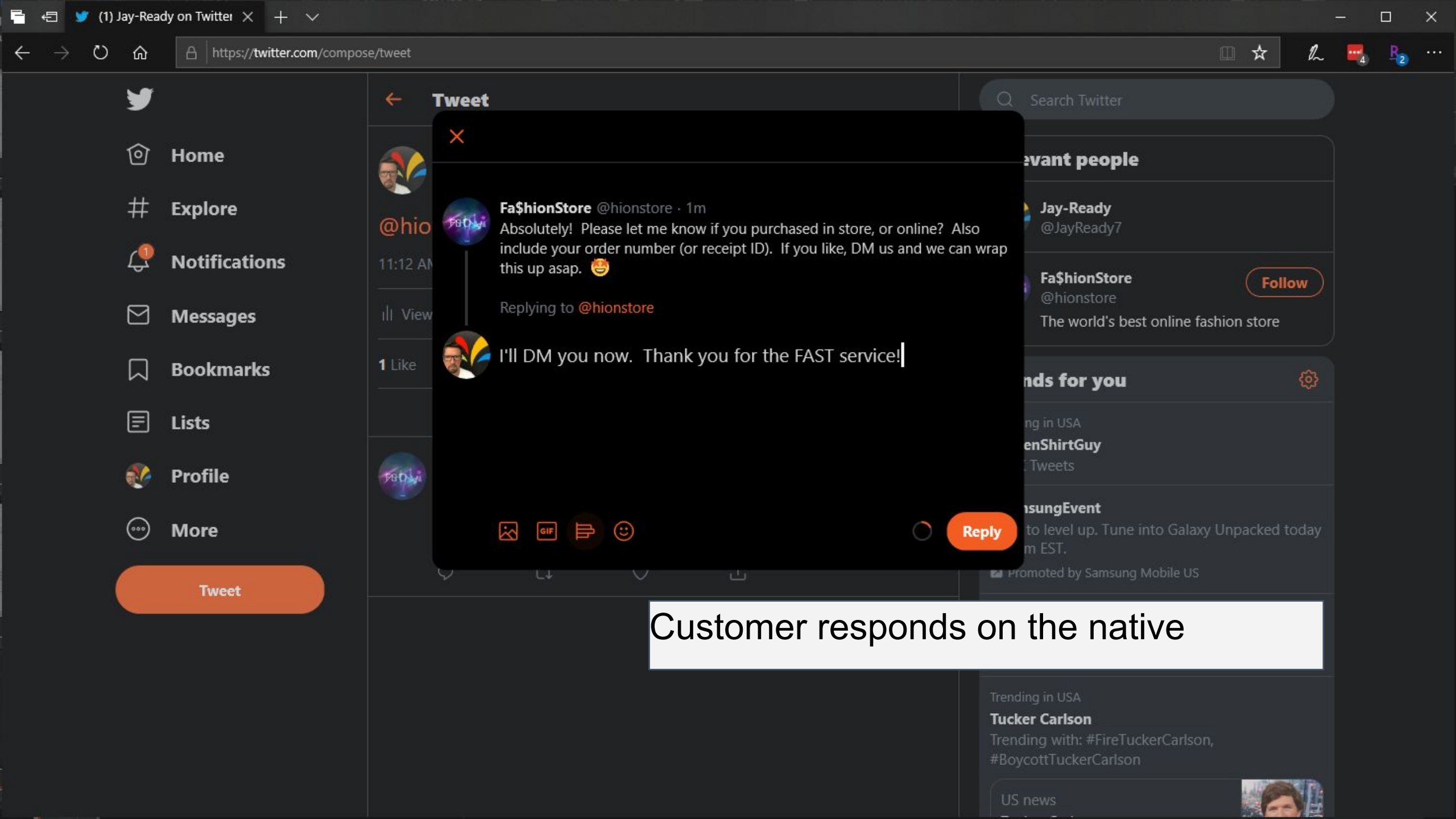
Trending in USA

Tucker Carlson

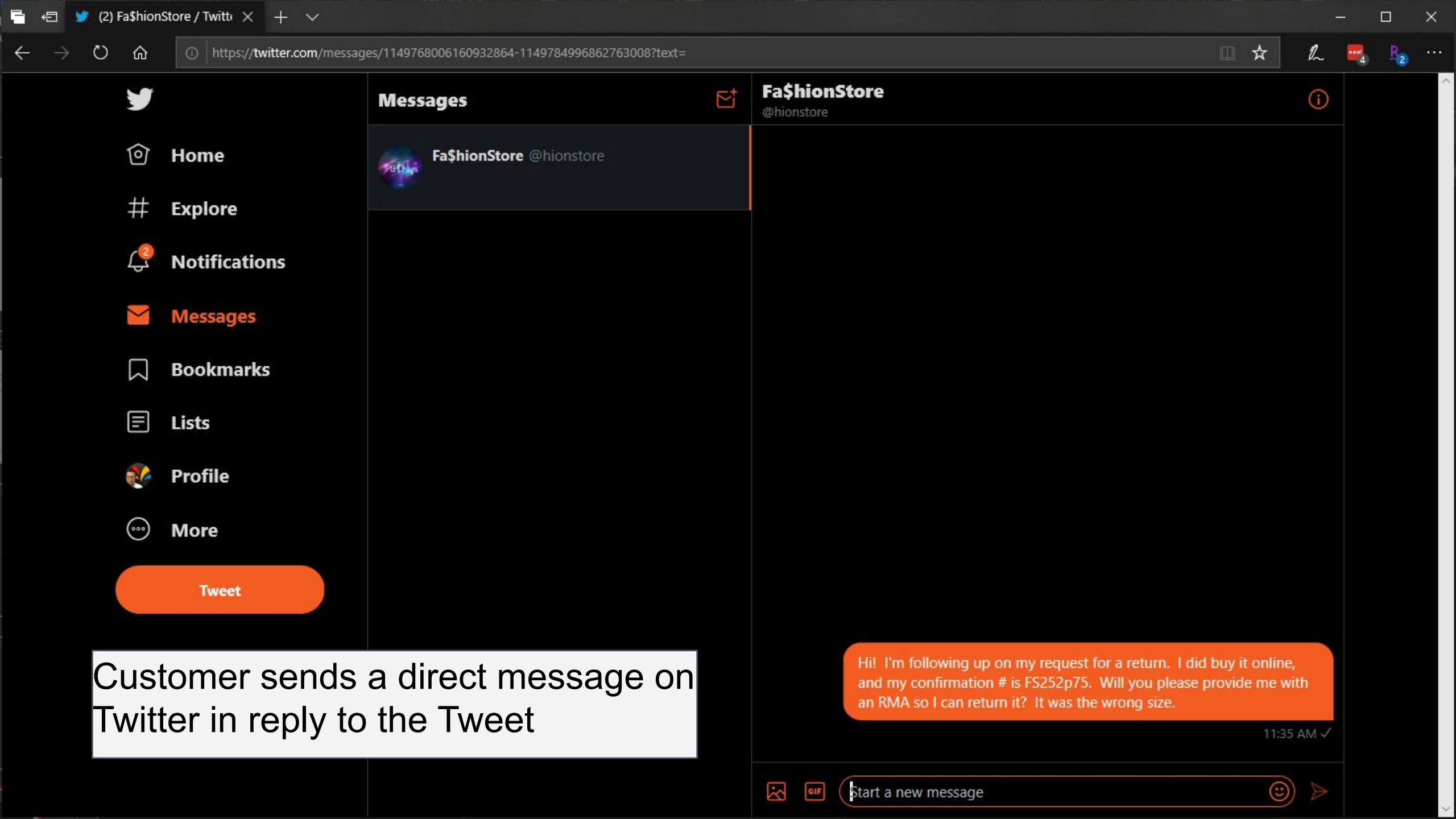
Trending with: #FireTuckerCarlson,
#BoycottTuckerCarlson

US news





Customer responds on the native



Customer sends a direct message on Twitter in reply to the Tweet

Hi! I'm following up on my request for a return. I did buy it online, and my confirmation # is FS252p75. Will you please provide me with an RMA so I can return it? It was the wrong size.

11:35 AM ✓



Start a new message



Case: Case for Interactiv

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https://demosprinklr.crm.dynamics.com/main.aspx?appid=4b0c33f2-afa4-e911-a82d-000d3a182556&pagetype=entityrecord&etn=incident&id=a49096e5-3eb9-e911-a825-000

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Arpit Jain

👤

☐

Dynamics 365

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Sprinklr

#942 Twitter @hionstore I need to

☰

🏠 Home

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📌 Pinned

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📁 Accounts

📁 Topics Management

⚙️ Sprinklr Configuratio...

📌 Save & Route

➕ New

🔗 Create Child Case

📄 Resolve Case

🗑️ Cancel Case

📄 Add to Queue

📄 Queue Item Details

👤 Assign

📄 Do Not Decrement En...

⋮

👤 #942 Twitter @hionstore I need to

▼

📞 Phone to Case Process

Active for 23 minutes

◀

🎯 Identify (23 Min)

◯ Research

◯ Resolve

▶

Summary

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SLA

Related

👤 Jay-Ready

wrap this up asap. 🙏

@hionstore • Reply • Arpit Jain • 12mins

👤 VIEW PARENT POST >

@hionstore I'll DM you now. Thank you for the FAST service!

@JayReady7 • Reply • 10mins

Hi! I'm following up on my request for a return. I did buy it online, and my confirmation # is FS252p75. Will you please provide me with an RMA so I can return it? It was the wrong size.

@JayReady7 • Direct Message • 1mins

Write a reply

Active

Save

Customer's DM is automatically captured and associated to the same case in Dynamics

Case: Case for Interactiv

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📄 Save & Route

➕ New

🔗 Create Child Case

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📄 Phone to Case Process

Active for 23 minutes

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🎯 Identify (23 Min)

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👤 Jay-Ready

🗨️ @JayReady7 Absolutely! Please let me know if you purchased in store, or online? Also include your order number (or receipt ID). If you like, DM us and we can wrap this up asap. 🤔

@hionstore • Reply • Arpit Jain • 14mins

👤 VIEW PARENT POST ➔

👤 Fa\$hionStore

Direct Message

No problem at all. I see you purchased the jeans just last week. We're sorry they d

Here is your RMA # - FS548RMA645

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Active

Cancel

Send

Save

Brand (Agent) typing a response to the Customer's DM

Case: Case for Interactiv

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🔗 Save & Route

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🔗 Create Child Case

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📄 Add to Queue

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👤 #942 Twitter @hionstore I need to

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👤 Jay-Ready

⌵

@JayReady7 • Reply • 13mins

Hi! I'm following up on my request for a return. I did buy it online, and my confirmation # is FS252p75. Will you please provide me with an RMA so I can return it? It was the wrong size.

@JayReady7 • Direct Message • 4mins

No problem at all. I see you purchased the jeans just last week. We're sorry they didn't work out. Be sure you try our newest collection just launched today.

Here is your RMA # - FS548RMA645

@hionstore • Direct Message • Arpit Jain • just now

Write a reply

Active

Save

Brand's response sent to the customer as a DM

Case: Case for Interactiv

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Arpit Jain

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Dynamics 365

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Sprinklr

#942 Twitter @hionstore I need to

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Save & Route

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New

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Create Child Case

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Resolve Case

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Cancel Case

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Add to Queue

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Queue Item Details

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Do Not Decrement En...

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#942 Twitter @hionstore I need to

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Phone to Case Process

Active for 23 minutes

⬅️

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Identify (23 Min)

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Jay-Ready

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👤

@hionstore

I'll DM you now. Thank you for the FAST service!

👤

@JayReady7

• Reply • 13mins

Hi! I'm following up on my request for a return. I did buy it online, and my confirmation # is FS252p75. Will you please provide me with an RMA so I can return it? It

👤

Fa\$hionStore

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Direct Message

⌵

Is there anything else we can assist with today? It's been my pleasure to assist you. 🙏 - Arpit

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Cancel

Send

Save

Active

A follow-up is being sent by Brand (Agent) to make sure everything is fine

Case: Case for Interactiv

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🗑️ Cancel Case

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📄 Queue Item Details

👤 Assign

📄 Do Not Decrement En...

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👤 #942 Twitter @hionstore I need to

📄 Phone to Case Process
Active for 23 minutes

🎯 Identify (23 Min)

🕒 Research

🕒 Resolve

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Related

👤 Jay-Ready

was the wrong size.

@JayReady7 • Direct Message • 5mins

No problem at all. I see you purchased the jeans just last week. We're sorry they didn't work out. Be sure you try our newest collection just launched today.

Here is your RMA # - FS548RMA645

@hionstore • Direct Message • Arpit Jain • 1mins

Is there anything else we can assist with today? It's been my pleasure to assist you. 🙏 - Arpit

• Direct Message • Arpit Jain • just now

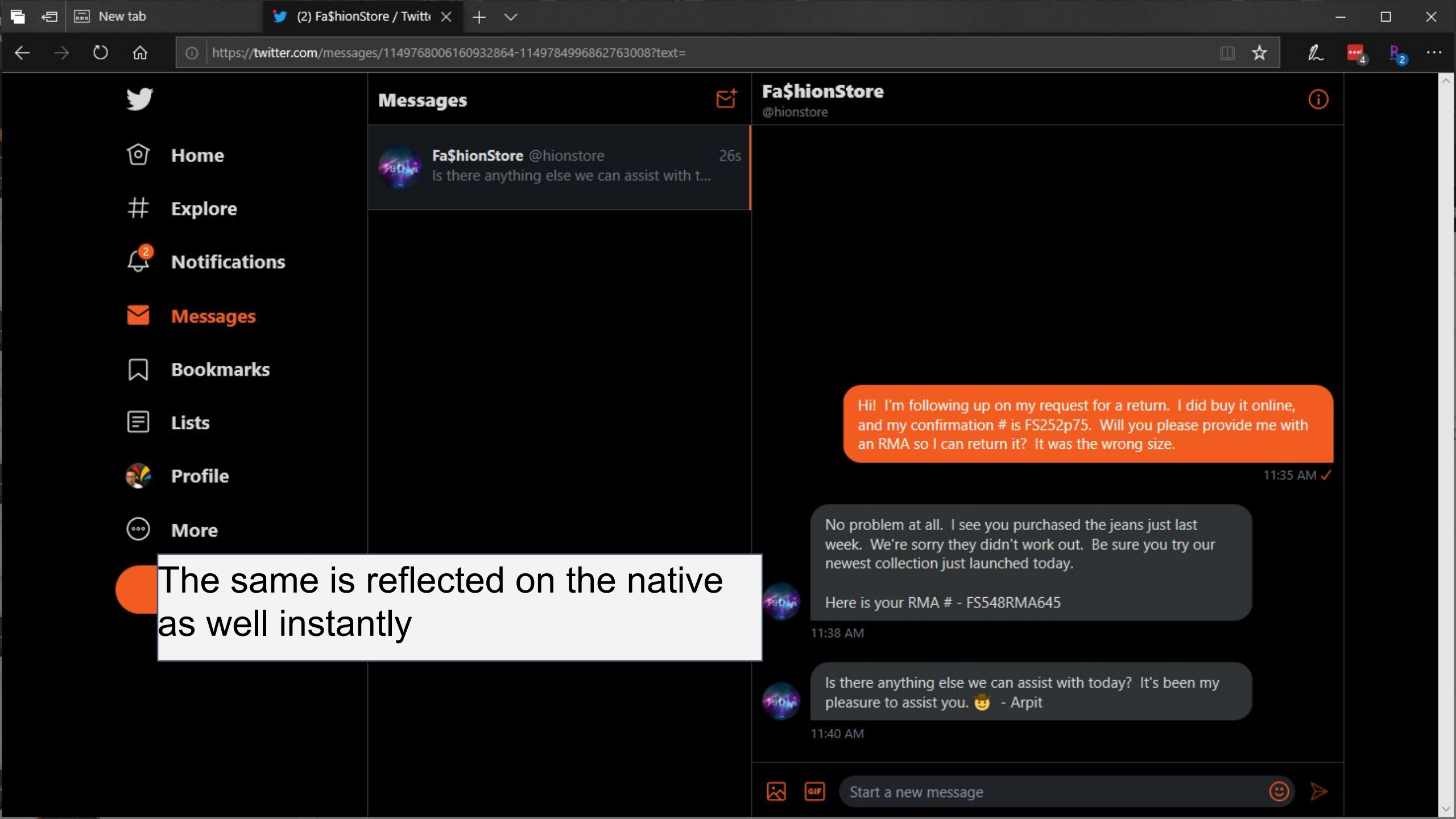
📄 Message scheduled by Arpit Jain • Today at 11:40 AM

Write a reply

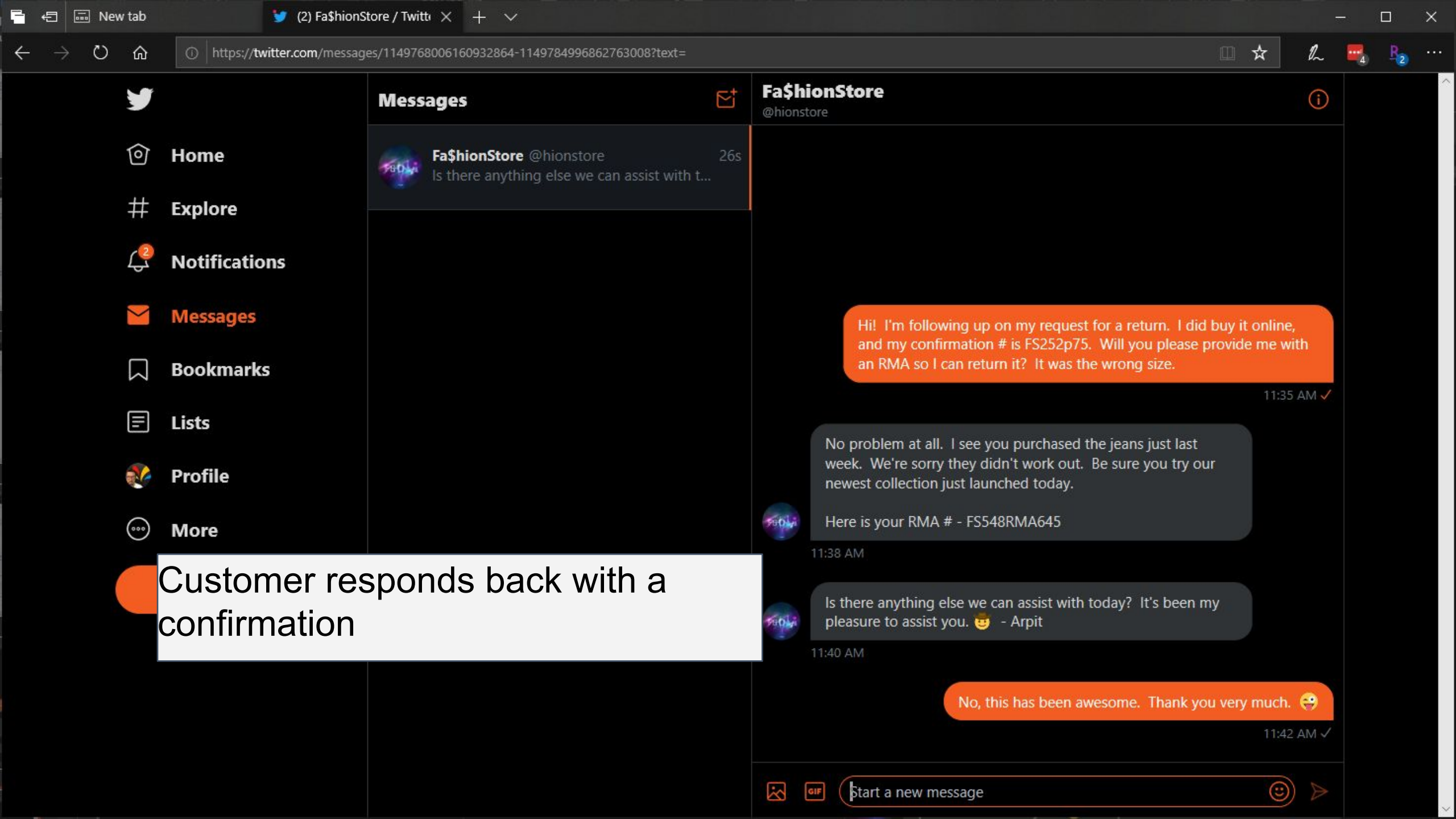
Active

Save

Brand's response sent to the customer as a DM



The same is reflected on the native as well instantly



Customer responds back with a confirmation

Case: Case for Interactiv

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🗑️ Cancel Case

📁 Add to Queue

📋 Queue Item Details

👤 Assign

📅 Do Not Decrement En...

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👤 #942 Twitter @hionstore I need to

⌵

📞 Phone to Case Process

Active for 30 minutes

⬅️

🎯 Identify (30 Min)

🕒 Research

🕒 Resolve

➡️

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Related

👤 @hionstore

Here is your RMA # - FS548RMA645

@hionstore • Direct Message • Arpit Jain • 4mins

👤 @hionstore

Is there anything else we can assist with today? It's been my pleasure to assist you. 🙏 - Arpit

@hionstore • Direct Message • Arpit Jain • 2mins

👤 @JayReady7

No, this has been awesome. Thank you very much. 😊

@JayReady7 • Direct Message • just now

Write a reply

The same gets associated to the case

Active

Save

Case: Case for Interactiv

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Save & Route

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🔗 Create Child Case

📄 Resolve Case

🗑️ Cancel Case

📄 Add to Queue

📄 Queue Item Details

👤 Assign

🔒 Do Not Decrement En...

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👤

Case: Case for Interactive experience

⌵

#942 Twitter @hionstore I need to

Priority

Normal

Created On

8/7/2019

11:42 PM

Phone to Case Process

Active for 30 minutes

Identify

Resolve

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Case Rela

Jay-Ready

@hionstore I need to process a return, can you help me?

@JayReady7 • Mention • 32mins

VIEW PARENT POST

@hionstore I'll DM you now. Thank you for the FAST

@JayReady7 Absolutely! Please let me know if you purchased in store, or online? Also include your order number (or receipt ID). If you like, DM us and we can wrap this up asap. 🙌

@hionstore • Reply • Arpit Jain • 19mins

Active

Save

Case: Case for Interactive experience

Resolution Type * Information Provided

Resolution * RMA

Total Time 0 minutes

Billable Time * 0 minutes

Remarks

1 minute

15 minutes

30 minutes

45 minutes

1 hour

1.5 hours

2 hours

Resolve

Cancel

Phone to Case Process
Active for 32 minutes

Summary Social Conversations Details

Jay-Ready

@hionstore I need to pro

@JayReady7 • Mention • 33mins

VIEW PARENT POST >

@hionstore I'll DM you now. Thank you for the FAST

Created On
8/7/2019 11:42 PM

Resolve

Ready7 Absolutely! Please let me know if you
ased in store, or online? Also include your order
er (or receipt ID). If you like, DM us and we can
this up asap. 😊

@hionstore • Reply • Arpit Jain • 20mins

Active

Save

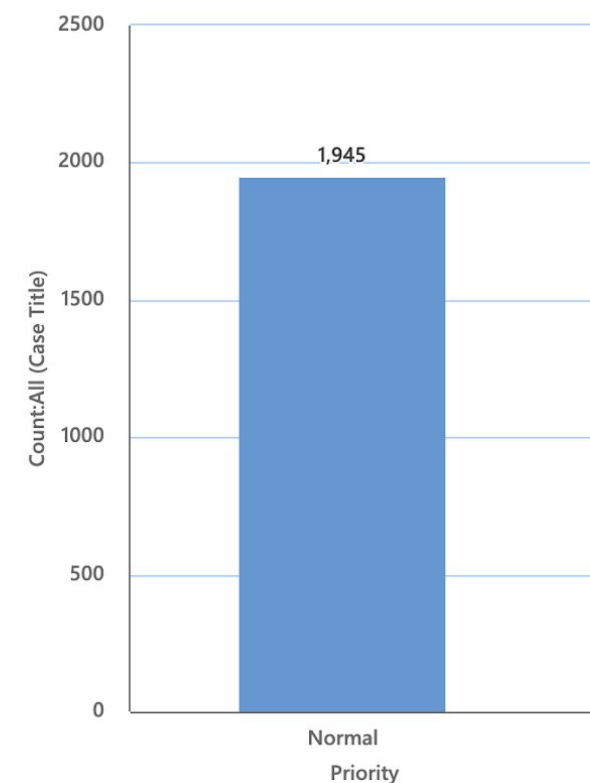
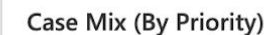
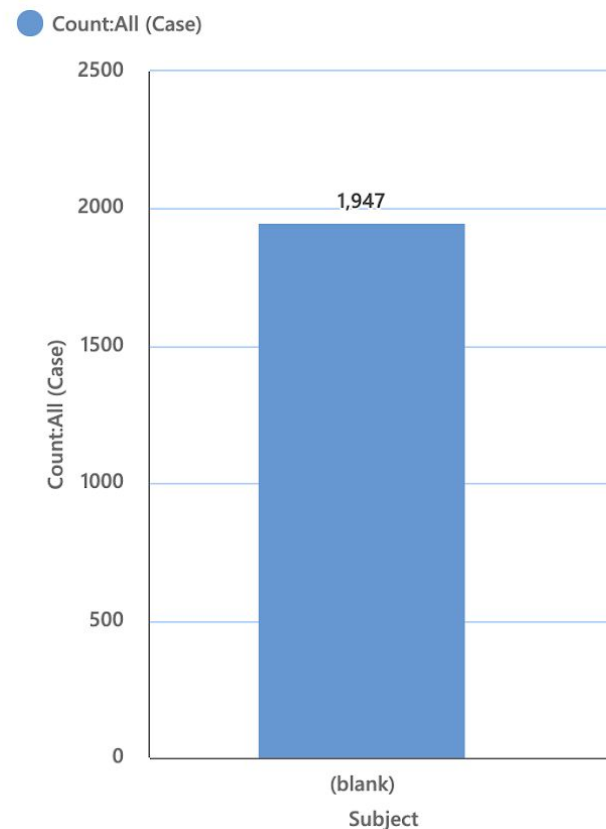
Fills in the details and clicks **Resolve**

The same gets updated on the case as well in Dynamics



Check out the Social Profiles
created in Dynamics

Select **Sprinklr** from the Quick Menu drop down



Active Social Profiles

Search for records 

✓	Social Channel	↑	▼	Profile Name	▼	Customer	▼	Blocked	▼	Influence Score	▼
	FACEBOOK			Bryan Clagett		Bryan Clagett		No		---	
	FACEBOOK			FOX Baltimore		FOX Baltimore		No		---	
	FACEBOOK			KCTV5 News		KCTV5 News		No		---	
	FACEBOOK			Derek		Derek		No		---	
						MortgageMarketGuide		No		---	
	FACEBOOK			Emma O'Neill		Emma O'Neill		No		---	
	FACEBOOK			W Bradford Wilcox		W Bradford Wilcox		No		---	
	FACEBOOK			Robert Frick		Robert Frick		No		---	
	FACEBOOK			Robert Frick		Robert Frick		No		---	
	FACEBOOK			Cleveland Police UK		Cleveland Police UK		No		---	
	FACEBOOK			Cleveland Police UK		Cleveland Police UK		No		---	
	FACEBOOK			Hasani Hunter		Hasani Hunter		No		---	

Select Social Profiles

You should be able to view all the Social profiles created by Sprinklr in Dynamics along with the details like Social Channel, Blocked status and Sprinklr Influence Score for that profile

Social Profile · Social Profile for Interactive experience ▾

Social Channel

Influence Score

Owner


SOCIAL PROFILE Related


GENERAL INFORMATION


NT

Contact

Nayan Teja

 ---

 ---

 ---

SOCIAL PROFILE

 Customer	*	 Nayan Teja
 Profile Name	*	Nayan Teja
 Profile Link		---
Blocked		No

RELATED SOCIAL PROFILES

NT Nayan Teja
Nayan Teja
FACEBOOK

Once you click on any social profile, you'll get the associated contact object in Dynamics along with social profile details



Any Questions?

Please feel free to drop an email at support@sprinklr.com



Thank You