



CUSTOMER SERVICE BLUEPRINT

COVID-19 Dynamics 365 Customer Service Solution
for Remote Workes

With Customer Service Blueprint, we will get you up and running in just a few days. Microsoft is providing free licensing for 6 months of any COVID-19 response scenarios.



WHAT IS CUSTOMER SERVICE BLUEPRINT?

The business world has been undergoing a digital transformation for several years now. Those that keep doing things the way they were done in the past are going to get stuck in the past.

One of the most common transitions has been for businesses to transition to a remote office. Workers want the flexibility of working from home and the COVID-19 shutdown has underlined the need for workplaces to be flexible.

The truth is that you do not need to be chained to a contact center to provide great customer service in the digital age. CRM Dynamics has created its Customer Service Blueprint Solution for Remote Workers to help you transition your operation to a fully offsite solution.

The Customer Service for Remote Workers offering will help you to deploy an intuitive and user-friendly remote worker Customer Service solution within days.

BENEFITS OF USING A CRM SYSTEM

- Working In One End-to-End System
- 360 Degree Customer Views
- Interact on Customers Preferred Channels
- Central Place for all Documentation
- Saving Money & Reducing Costs
- Developing Insight Through Reporting & Dashboards

FEATURES OF CUSTOMER SERVICE BLUEPRINT

Customer Service



Use Microsoft Dynamics 365 to connect to your customers and maintain great relationships. Work from anywhere with an internet connection.

Cloud Telephony



Set-up of optional telephony solution which will extend omni-channel to include voip telephony.

Training



Training assistance and documentation to help manage change.

ADVANCED OPTIONAL FEATURES INCLUDE:

Solgari Integration



Seamless Solgari Telephony Integration including IVR, compliance recordings and complete remote call-centre capabilities.

Self-Service Web Portal



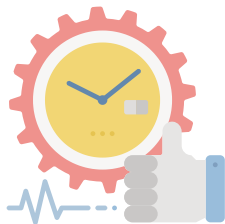
Customers can save time booking appointments online while searching for articles and resources from the same location.

D365 Chat/Virtual Agent

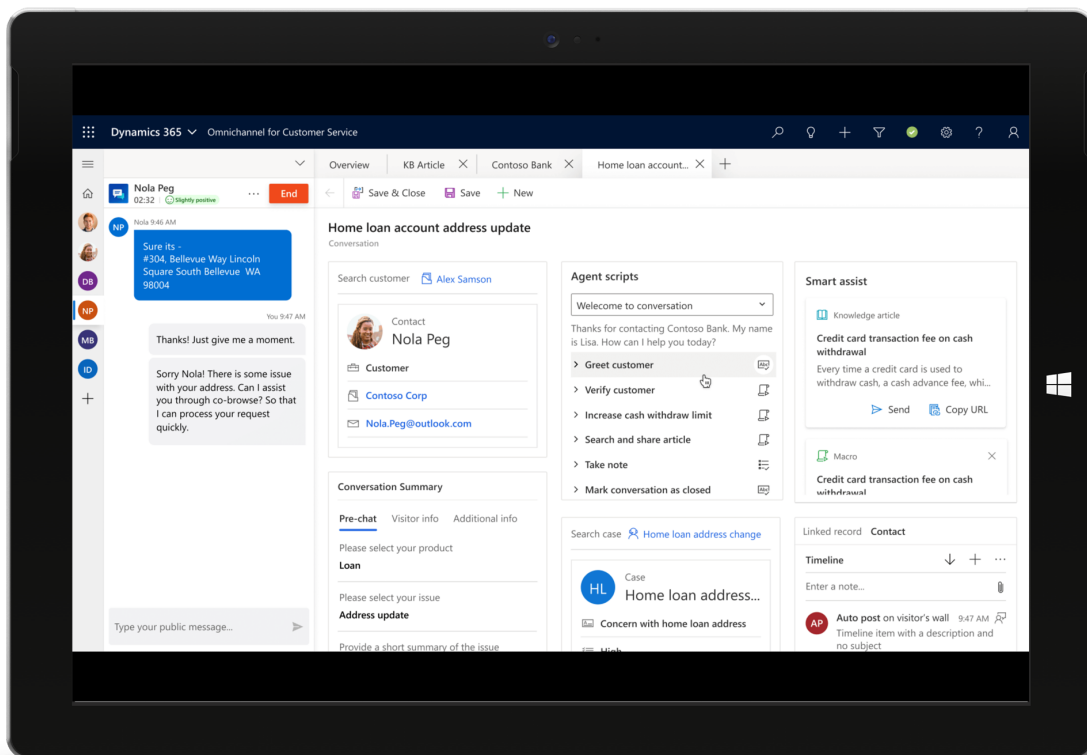


Dynamic 365 chat and Virtual Agents can triage customer conversations and trigger priority-responses.

Segmenting and Offer Modeling



Advanced tools to ensure agents use time efficiently.



Get our Customer Service Blueprint Solution at one low price

CRM Dynamics offers a free up-front assessment for this affordable remote solution. The cost is only **\$10,000** and Microsoft is providing free licensing for 6 months of any COVID-19 response scenarios.

[Talk to our Experts](#)