



Contact Center – Microsoft

Empower your contact center

Providing Always-On Services; Anytime, Anywhere

Rapidly changing work environment and service engagement models make agent efficiency more critical than ever for any organization. Providing 24x7 customer support across all channels helps maximize productivity and reduce costs.

Automated Chatbot/Virtual Agent

Automate common issue responses and requests through powerful virtual agent bot capabilities.

Omnichannel Engagement

Voice and digital channel integration provides optimal customer engagement and increased reach.

Proactive Agent Actions Through AI

AI recommendations through conversational context transforms reactive processes into proactive intelligence.

Our experts offer three different buying options: MazarsNow!, Standard, and Enterprise tiered services.

Key Benefits:

Mazars' Contact Center adds value to your organization with:

- ❑ **Seamless Channel Integration** – Readily integrates to voice and digital channels with a unified agent experience
- ❑ **Scalability and Fast ROI** – Scalable solutions meet you and your customers' needs with ROI realized in months
- ❑ **Intraday Insights** – Monitor real-time KPI's and overall health of your support organization
- ❑ **Improved Productivity** – Chatbot automation and AI ensures proactive agent care to complex customer issues
- ❑ **Customer Satisfaction** – Streamlined support processes translate into increased CSAT scores

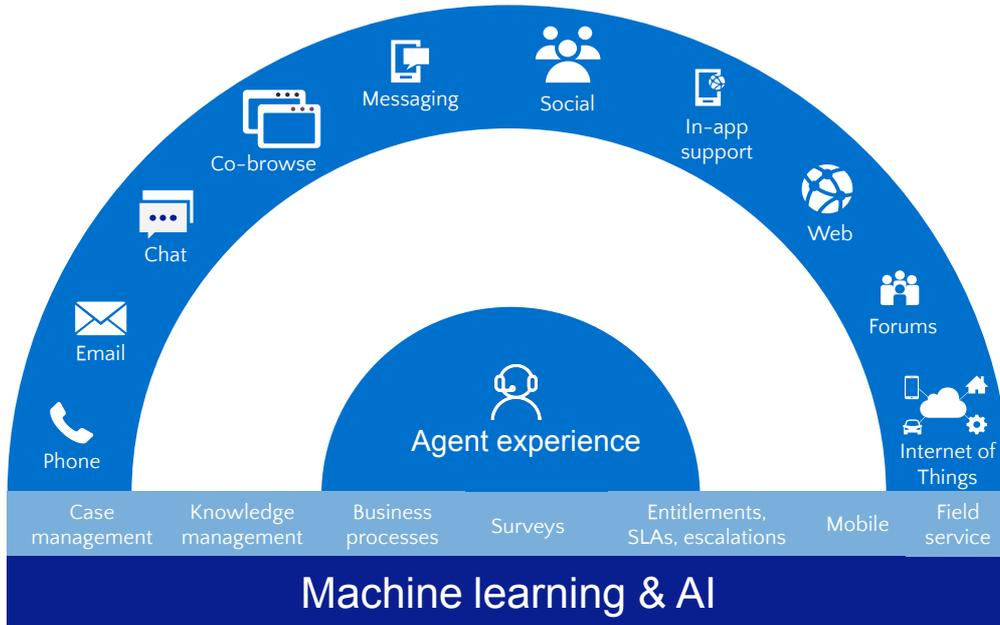
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Microsoft Partner



Always-On Services; Anytime, Anywhere

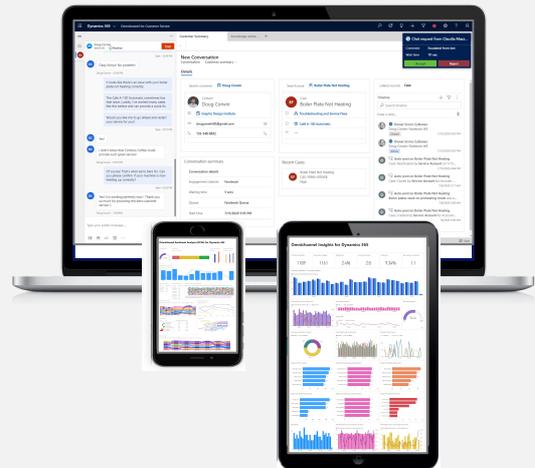
Contact Center is an extensible platform providing value across your entire business support operations.



Why Mazars?

Mazars' Microsoft Practice, a Microsoft Gold Partner, offers end-to-end solutions covering all three Microsoft Cloud Offerings including Azure, Workplace Mobility and Business Applications. Our focus areas include Dynamics/Power Platform solutions as well as analytics, IT infrastructure and automation using RPA (Robotic Process Automation) to provide better business outcomes to our clients.

The Mazars Microsoft Practice has the industry breadth and depth, along with Microsoft Solution experts, needed to quickly implement Microsoft Business Solutions for you and your business.



Mazars USA LLP is an independent member firm of Mazars Group, an international audit, tax, and advisory organization operating in over 90 countries. With roots going back to 1921 in the US, the firm has significant national presence in strategic geographies, providing seamless access to 26,000+ professionals around the world. Our industry specialists deliver tailored services to a wide range of clients across sectors, including individuals, high-growth emerging companies, privately-owned businesses, and large enterprises.

Learn More: www.mazars.us/microsoft

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