

Implementation

**XRM® CONTACT CENTER:
2-WEEK IMPLEMENTATION – 15 000 \$**

Pre-configured solution based on Microsoft Dynamics 365 Customer Engagement for omni-channel customer service. The solution provides processing of incoming and outgoing communications in automatic and interactive mode via IVR, telephone lines, video, SMS, E-mail, chats, Viber, Telegram, Facebook.

E-Consulting helps companies to ensure effective communication with customers, in a short time and with a limited budget, to automate management based on Microsoft Azure and Microsoft Dynamics 365 Customer Engagement technologies.

Deliverables

- **Cloud omni-channel contact center with support for processing calls from any device in a web browser through a modern softphone.**
- **Providing the ability to quickly deploy (roll-out) solution in any country with support for the multi-lingual Microsoft Dynamics 365 Customer Engagement and concentration of operators in one location or distribution of operators in any time zones, the system is localized for 173 countries in 49 languages.**
- **Consolidation of data for each country in a single central office database. The possibility of a generalized and detailed analysis of the state of communications and functional analytics.**
- **Reducing restrictions in terms of hardware requirements infrastructure due to the use of Microsoft Azure cloud server capacity. Fast scaling from 2 receptionists to 24,000 operators.**