

Dynamics 365 Customer Service

Accelerate your digital transformation initiatives to adapt to the changing customer ecosystem, where manual processes and long –standing silos create major organizational impediments to realizing ROI and driving digital growth.

Business Focused Outcomes



IMPROVED
EMPLOYEE
EMPOWERMENT



INCREASED
ROI



IMPROVED
OPERATIONAL
EFFICIENCIES



ACHIEVE
INDUSTRY
DIFFERENTIATION

Approach

- Architectural design with complete catalogue of solution requirements, user stories, epics and as-is processes
- Defined to-be business processes and deployment storyboard
- Code and capabilities that meet user story requirements, including integrations, migrated data & features
- Training materials & key stakeholder training; Documented use cases for solution testing & migrated UAT and final production data
- Support for fully tested and approved solution



What new technology does is create new opportunities to do a job that customers want done

Tim O'Reilly



Microsoft Business Group

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SUPERCHARGE YOUR ORGANIZATION FOR SPEED, PRODUCTIVITY & INNOVATION



Retail & Technology

Energy & Utilities



Supply Chain & Logistics



Pharma



Discrete & Process Manufacturers

Illustrative – Customer Stories

One of Cognizant's premier Clients struggled with a Customer Service model that was largely based on email interactions between end-customers and their own customer service organization. The Client's organization was on a journey of changing Customer Service processes as well as end-customer's options to obtain and stay informed on Customer Service inquiries and issues.

Essential to this initiative was to address processes as well as default behaviors to modernize Customer Service and adopt a multi-channel capability. Following is a brief list of the key challenges solved for from a business and IT perspective:

- ✓ Rethinking how Cases are managed, documented, and dispositioned
- ✓ End-customer on-boarding to a new Customer Service model
- ✓ Authentication for End customer contacts using legacy eCommerce then needing to access customer support for Case creation and management
- ✓ Planning for, and designing Customer integration from Customer's ERP platform to Dynamics 365 Customer Service
- ✓ Branding and UX/UI changes to the D365 Customer Service Portal for optimal End-customer experiences