

Dynamics Omnichannel Teams Channel

JOURNEYTEAM

The Dynamics Omnichannel Teams Channel enhances customer support by providing comprehensive communication channels for personalized and efficient service.

This channel offers several customer benefits, including:

- **Improved and Unified Customer Service:** Agents can provide instant assistance and information sharing within Teams, enabling faster and comprehensive responses.
- **Real-time Assistance:** Customers and agents can engage in chat conversations, audio calls, video calls, or screen sharing sessions, allowing for interactive and personalized support.
- **Omni-channel Engagement:** The Teams channel integrates with Dynamics 365 Omnichannel through web chat, email, SMS, social media, and more. Agents can start a chat on the website and transition to Teams without losing context.
- **Collaborative Problem-solving:** By sharing screens and files, agents can provide step-by-step guidance or troubleshoot technical problems effectively.
- **Integrated Business Processes:** This integration enables agents to access Dynamics 365 to view customer data, update records, create cases, and trigger automated workflows directly from Teams.

WHY CHOOSE JOURNEYTEAM?

- **Tailored Solutions:**
Customized Omnichannel solutions aligned with your social channel objectives.
- **Seamless Integration:**
Smooth transition to Dynamics 365 Omnichannel, maximizing value with minimal disruptions.
- **Enhanced Experience:**
Deliver unparalleled customer experiences through Dynamics 365 Omnichannel and Microsoft Teams chatbot adoption training.

Cost: \$12,500

Timeline: 2 Weeks