



Modernize Customer Service Experience with Sonata's **IntelliKontakt**

Despite the digital age's demand for effortless, secure, and consistent experiences across channels, many contact centers still rely on outdated systems. These obsolete technologies bring about a slew of challenges, such as disconnected systems, a limited view of customer journeys, high professional service costs, and complex operations.

Sonata, with its track record of providing world-class CX solutions to global businesses, will leverage its **Sonata IntelliKontakt** (built around Microsoft's Customer Experience Platform) to help contact center companies modernize and build an integrated Digital Contact Centre system that:

- Enables omnichannel engagement and intelligent self service
- Personalizes and safeguards customer interactions
- Improves agent productivity and modernizes case management
- Increases customer acquisition and revenue
- Drives IT infrastructure simplicity , flexibility and innovation

Enterprises that want to modernize their legacy applications or wishes to build digital platforms or wishes to take advantage of the incremental value adds that the solution offers, can take benefit of it.



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This assessment is designed to help your organization understand what's possible with modern remote contact centers and develop the right strategy to modernize your customer service.

Throughout this 3-day engagement we will evaluate your current processes and technology then provide you with a roadmap of recommendations to help you get from the ground to cloud using the latest in Microsoft technology. Pricing is dependent on scope of work and complexity of the environment being assessed.

Day 1-2: Your team and Sonata Software will attend an evaluation workshop, including:

- Introductions and background
- Current As-Is Deep Dive
- Dynamics 365 Customer Service overview
- People, process and technology discovery (business and technical)

Day 3: Sonata Software reviews all day 1 and 2 information and generates the following deliverables:

- Documentation of current state
- Actionable digital transformation roadmap
- DevOps approach to support innovation and continuous improvement
- Rough order of magnitude to help arrive at budgetary estimates
- Business justification document

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With 15+ years of experience in Microsoft Technologies with 400+ deployments across Geos, Proven expertise in framework assisted Assessment, Migration and Learning to aid implementation and a Global team of SMEs possessing in-depth product knowledge gained from being a part of the Microsoft Product Engineering Team will ease in assessing the current situation, Sonata is the one-stop-shop if you are looking for an integrated and comprehensive contact center solution.

Know more (<https://www.sonata-software.com/digital-contact-centre>) about the benefits of **IntelliKontakt**.