Diagnostic of Microsoft Dynamics 365 CRM Contact/Call Center for Retail: 2 weeks proof of concept

Dive into the world of efficient customer support and real-time interactions with Microsoft Dynamics 365 CRM Contact/Call Center. Specifically designed for retail businesses, this 2-week program delves into the immense potential of these tools to amplify your customer service, streamline call center operations, and elevate customer satisfaction. Explore how this solution can be meticulously customized to fit your distinctive retail requirements.

Package inclusions

Kick Off Meeting:
- Start with a well-defined roadmap.
- Gain insights into your retail business's distinct challenges and aspirations.
- Establish the guidelines for the expected outcomes and deliverables of the assessment.

Functional Workshop (4 hours):
- Explore the nuances of your retail operations.
- Align Microsoft Dynamics 365 CRM contact/call center functionalities with your business dynamics.
- Identify strategies to enhance customer interactions and optimize call center workflows.

Technical Workshop:
- A concentrated session on formulating IT strategies and planning for the rollout of the project.
- Designate pathways for organic implementation, ensuring long-term adaptability and growth.
- Conclude with a detailed protocol outlining (the envisioned enterprise IT framework, robust solutions for business continuity, approaches for consistent business development).

Commercial Proposal:
- Acquire a comprehensive proposal that breaks down potential costs, advantages, and wider implementation stages.
- Discover licensing structures and any additional costs.

Demo Case:
- Engage with a live demonstration of Dynamics 365 CRM contact/call center curated for a retail setup.
- Envision the transformative shifts in your customer service and call center operations.

Duration: 2 Weeks
Price: $3,000 USD

Why choose this package?
- Get a specialized comprehension of how Dynamics 365 CRM Contact/Call Center tools can upgrade your retail business.
- Seamlessly integrate technological advancements with your retail customer service and call center aspirations.

How to get started?

Empower your retail business's customer service and call center functionalities with Microsoft Dynamics 365. Click the "Contact me" button, and our team will be in touch to start your transformative journey.