



Dynamics 365 Customer Service Expert-guided Implementation



CONFIDENTLY DEPLOY DYNAMICS 365 CUSTOMER SERVICE AT A LOWER COST WITH THE JOURNEYTEAM SHERPA PROGRAM.

Empower your customer service representatives to provide a white glove customer experience via case management and an all-encompassing support/sales view.

JourneyTEAM's Sherpa Program leverages a proven delivery methodology in a group setting to reduce the price. Combined with support from our expert Dynamics 365 Customer Service consultants and implementation guides, Sherpa is a great option for organizations looking to take more ownership and do more of the work for a successful implementation.



Customer Service App
and Install Plan



Case Management
Process Automation

- Queues
- Automatic Record Creation Rules
- Service Level Agreements

Knowledge Management
Dashboards



Security &
Collaboration

- Outlook
- Teams
- SharePoint

Data Management

6 WEEK IMPLEMENTATION SERVICE OFFERINGS*:

WORKSHOPS

- 12 workshops sessions from introduction & install, to out of the box feature set training, and go-live preparation. (*Group classes attended by multiple companies.*)

SCHEDULED OFFICE HOURS

- Access to senior consultants for advice, direction, questions and issues. This is an opportunity to receive specific consulting for unique organizational challenges. (*2 hours per week, totaling 6 sessions.*)

COMMUNITY ACCESS

- Access to community team to share ideas, resolve issues and gain feedback from workshop colleagues.

MANAGED SERVICES

- Ability to join our managed services offering program for ongoing support and assistance as needed.

**Does not include Dynamics 365 or Power Platform licensing, or the cost of the Customer Service module.*

Cost: \$12,500 per company