"SMART" CONSULTING WITH AN EXPERT

Reach your customers when and where they need using Microsoft Teams

REPLY
CLUSTER

TALKING POINTS

Reach your customers when and where they need using Microsoft Teams

1 **CUSTOMER NEEDS**
Nurture customers relationships: give them easier access to your services.

2 **CUSTOMER JOURNEY**
Engage, live-meet and provide experience to your customer. Moreover, collect and analyzed feedbacks.
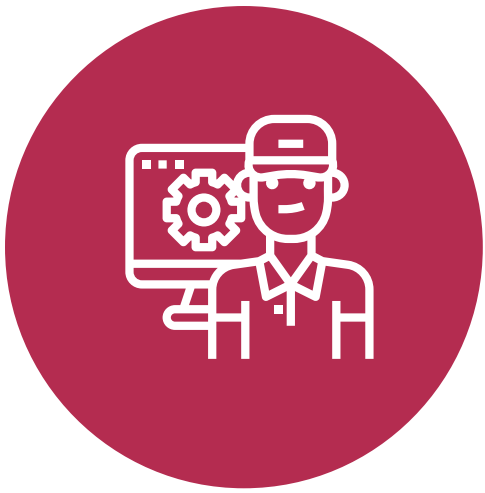
3 **INSIGHTS**
Use data and analytics to assess, monitor and improve customer satisfaction.

REPLY
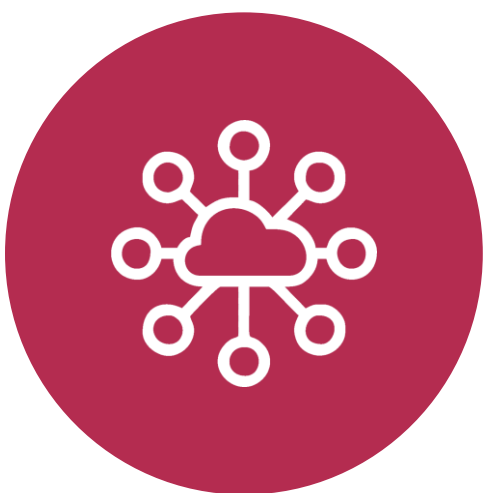CLUSTER

1 CUSTOMER NEEDS

REMOTE ASSISTANCE
Give customers high quality support even during the current global pandemic while keeping your employees safe.

BOOST PRODUCTIVITY
Reduce time wasting by eliminating travel time to your customer location and by managing the booking process into a single channel.

ALL IN ONE TOOL
Manage prospects, customer appointments, collect and analyze feedback all in one tool, guaranteeing also accessibility with mobile app.

REPLY
CLUSTER

CUSTOMER JOURNEY

Follow your customers everyday

Chiara books a virtual meeting with an expert and immediately receives confirmation and link to access. On the day selected, they join the meeting and find the best solution. Later, Chiara receives a survey to evaluate the interaction.

CUSTOMER ENGAGEMENT

ChatBot
Customer Portal
Landing Page

VIRTUAL MEETING

Meeting and live chat

FEEDBACK

Send Survey and collect responses

INSIGHT

Report BI
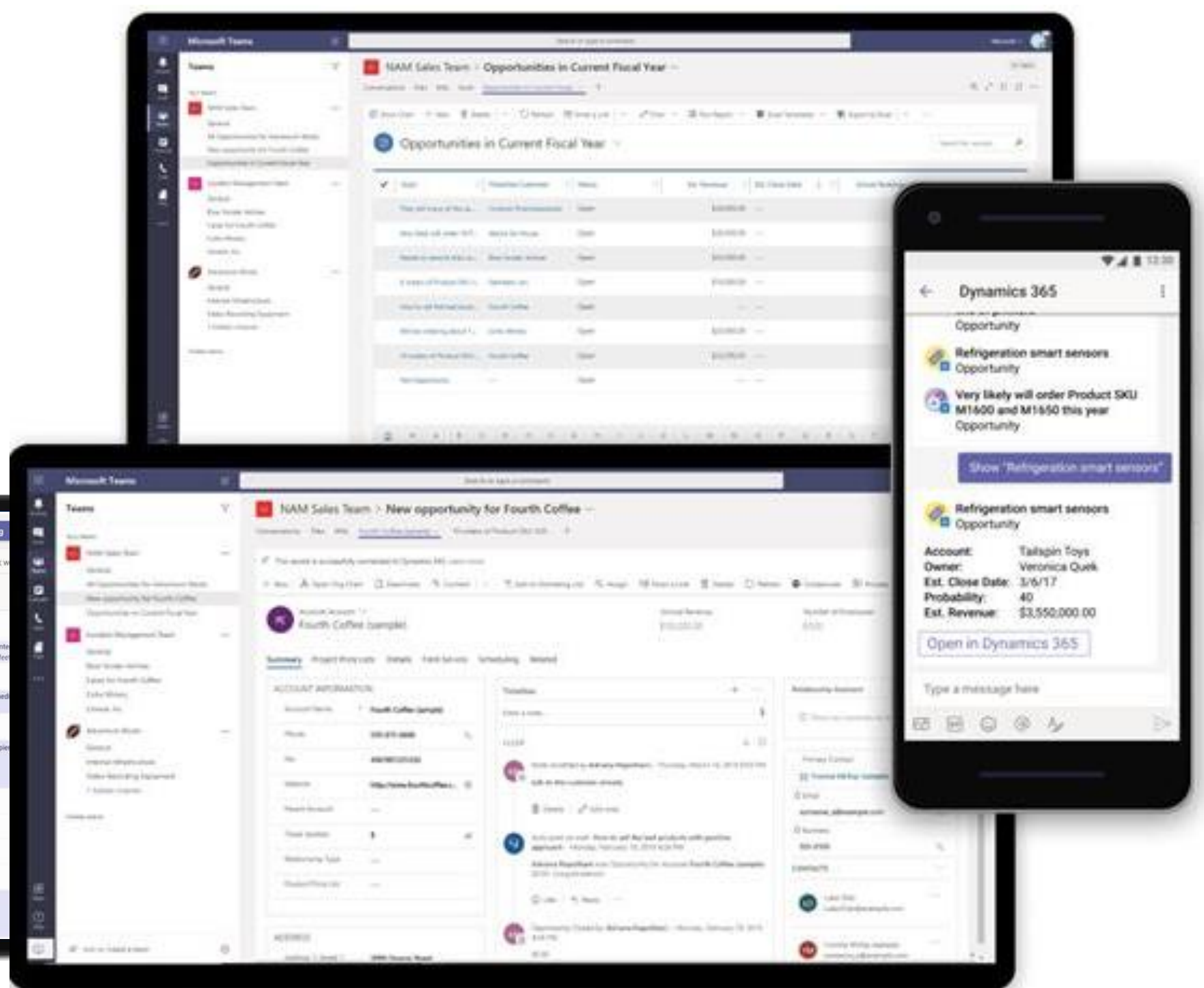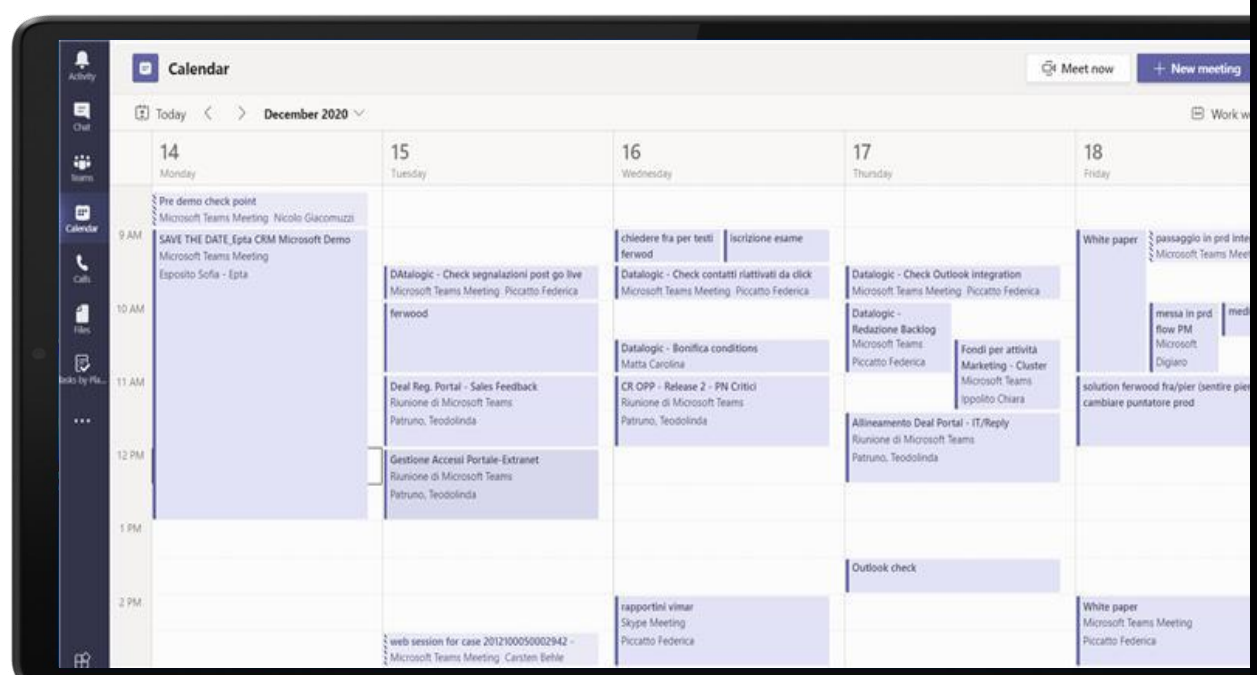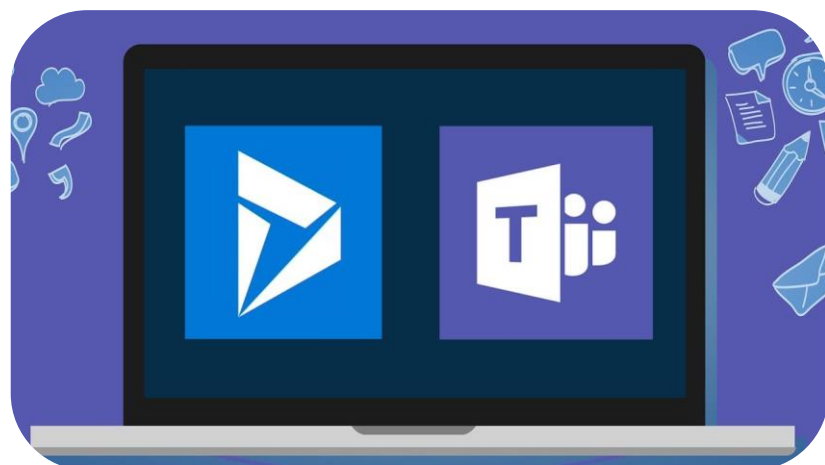Dashboard
KPI

REPLY
CLUSTER

USER EXPERIENCE

Different activities, one Interface

MICROSOFT TEAMS

Use Microsoft Teams as an Interface to manage appointments, view customer data and insights.
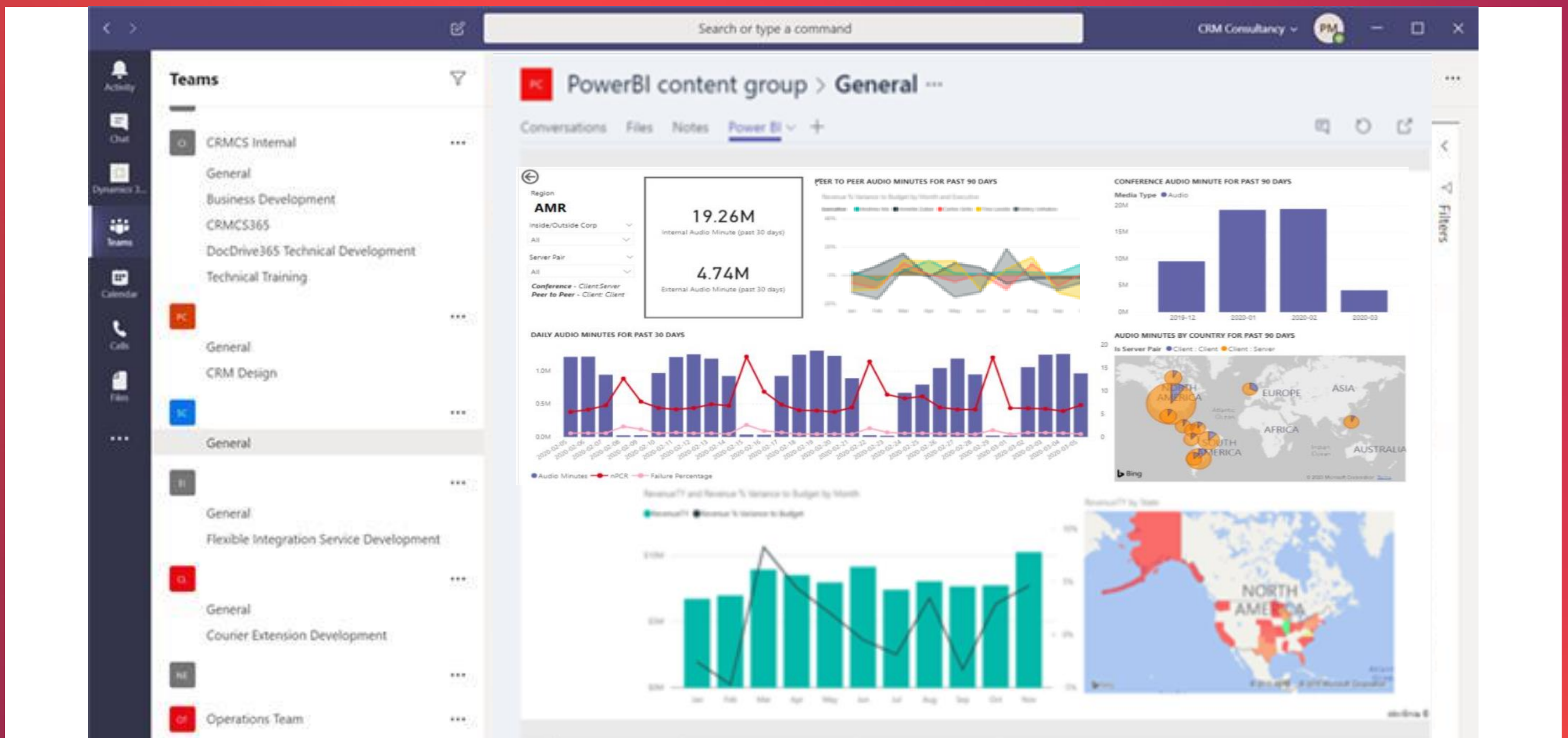

REPLY CLUSTER

INSIGHTS
Discover the Power of Data

ANALYTICS TAILOR MADE

Discover the power of Data: Easily create custom KPI, Reports and Dashboards that fit your business needs.
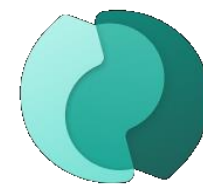

REPLY
CLUSTER

KEY FEATURES

Power Platform: A complete solution

VIRTUAL AGENT
Engage customers by creating a Live chat.

CUSTOMER VOICE
Easily create and send survey; analyzed responses.

POWER AUTOMATE
Automate process and repetitive task (email, survey).

CUSTOM INSIGHTS
Design your own report and chart to visualize data.

MICROSOFT TEAMS
Virtual Assistance to you customers in a single interface.

DYNAMICS 365
Manage and maintain customer relationships.

REPLY
CLUSTER

REPLY
CLUSTER

www.clusterreply.it

www.linkedin.com/in/chiara-ippolito-7a9a4aa9