

About iSoftStone



Our Position

We are a leading software and information technology service provider globally, providing customers with software and digital technology services and operation services. We established in **2005**, with our global headquarters located in Beijing, China and US headquarters in Kirkland Washington. We have more than **100** branches and **29** global delivery centers in **43** cities around the world serving **1000+** clients, across **10+** industries, include **90+** of Fortune 500 companies

Our Mission

To be a trusted partner and create value for customers with innovation and digital technologies

SERVICES and CAPABILITIES

Seamless Integration

Easy access to Dynamics 365 Customer Voice feedback solution templates where users can apply their own questionnaires or a library of rigorously iSoftStone-tested survey questions.

Situation Analysis & Benchmarking

Shows where a company stands against iSoftStone's full array of metrics from more than 400 of the largest companies in 46 industries tracked by iSoftStone.

Drivers

Identify the true drivers of customer satisfaction to support management decisions. iSoftStone defines a driver in a way that is similar to the concept of elasticity in economics. That is, the effect on satisfaction from a specified change in the driver.

Simulation

The causal drivers are inputs into iSoftStone's simulation forecasting technology. Scoring low on some aspects doesn't necessarily mean that it needs to be improved. The iSoftStone simulation lets the user forecast what the expected results from various improvement strategies are likely to be – not only with respect to customer satisfaction, but also retention and financial returns.

Continuous Updating

To better understand which actions lead to increases in customer satisfaction in real-time, iSoftStone analytics allows for continuous updating with new data. It doesn't matter if new data input is once a month, once a week, every day, or each second, information is instantly available.

WHY YOUR COMPANY?

iSoftStone has long history of working with our clients to implement Microsoft's Dynamic solutions. We are the go-to partner when customers need to implement CRM or ERP solutions at global scale. With our present in both US and China, we can bridge the technology gap for our global customers.

The collaboration between Microsoft and iSoftStone has led to the development of a new set of tools for customer experience management by taking something at the frontier of science to a straightforward and easy-to-use application.

LEARN MORE about

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Microsoft Dynamics 365 Customer Voice

Respond quickly to user feedback.

A simple, yet powerful enterprise feedback solution.



Close the feedback loop with Dynamics 365 Customer Voice



Connect with your customers. Solicit feedback from key customers and employees across channels



Centrally collect solicited and unsolicited feedback



Analyze structured and unstructured feedback



Distribute insights across the organization; close the loop with customers



Act on data-driven insights and monitor progress continuously

WHY MICROSOFT DYNAMICS 365 CUSTOMER VOICE?



Capture feedback instantly

- Ready to use templates
- Easy to customer and personalize
- Send surveys at scale



Integrate data for deeper customer insights

- Built-in integration capabilities with Dynamics 365 applications
- Automate surveys along a customer's journey
- Generate a 360-degree view of customer



Drive action with real time feedback

- Built-in alerts
- Powered by AI
- Follow up with next best action

Learn more: <http://www.isoftstoneinc.com>

Gold
Microsoft Partner
Application Integration

