

Solgari for Dynamics 365

The AI Powered Customer Engagement App

Enable every employee to
be a customer service champion

See [Solgari](#) for Dynamics 365 in Action



- ✓ Imagine significantly improving customer satisfaction and employee engagement in just days!
- ✓ Solgari intelligently connects customers to the people and the help they need fast
- ✓ Powered by Microsoft AI, integrated within Dynamics365 and Teams, and deployed from Azure in minutes



Customers expect exceptional service

80%

of customers expect personalized customer experience¹



Employers are more engaged when they have the right tools

55%

of service organizations do not have collaboration tools to resolve customer issues faster³

¹ Forbes, 50 Stats Showing the Power of Personalization, 2020
² PCG Next Level of Personalization in Retail, 2019

³ Forbes, 50 Stats That Prove the Value of Customer Experience, 2019

Solgari natively extends customers' Microsoft environment to provide AI-powered customer engagement

Copilot

Solgari's Generative AI infused across the platform

All-channel

Voice, SMS, Email, WhatsApp, WeChat, Line, FB Messenger

Azure

Deployed from the Microsoft Cloud for high speed-to-value

Solgari AI Customer Engagement for Microsoft Dynamics 365 enables every employee to be a customer service champion



Customers

- ✓ Choice of Voice channels including Teams Calling, Operator Connect and Direct Routing
- ✓ Choice of SMS, email and Social Channels
- ✓ AI enabled Self-service; Biometric ID, Chatbots, IVR and intelligent skills-based routing



Contact Centre Agents & Specialists

- ✓ Customer engagement, call recording, payments handling and outbound campaigns in Teams
- ✓ Full case management in D365 or other CRM
- ✓ AI enabled – AI generated summaries & suggestions



Solgari Copilot for
Dynamics 365 and Teams



Supervisors

- ✓ Agent Assistance, Queue management, Real-time Monitoring, KPI Dashboards, SLAs & Reports
- ✓ AI enabled analysis

Solgari & Microsoft delivering Converged Communications Solutions

The Solgari difference for Customers

- ✓ Unmatched Speed to Business Value
- ✓ Simple deployment from within Teams
- ✓ Transactable on Marketplace, billed with existing Microsoft licensing
- ✓ Preferred choice of communication channels Voice, SMS, email or Social

The Ideal Customer Profile

- ✓ Committed to improving their Customer Service experience & employee Engagement
- ✓ Need Business Results Fast!
- ✓ Committed to Microsoft platform & want to unlock the platform's full business value
- ✓ Want to take advantage of AI today

Get the app now

Visit the [Azure](#) or [AppSource Marketplace](#) to get started with Solgari's certified solution for Microsoft Teams today

Talk to us

Contact sales@solgari.com or call [+35312461130](tel:+35312461130) for more information

