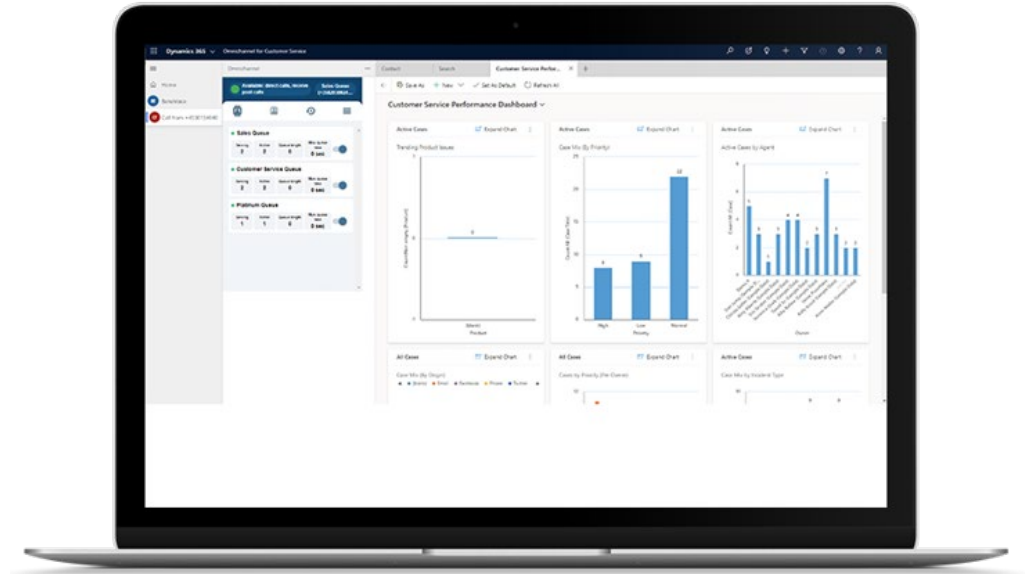


BENEVOICE FOR DYNAMICS 365



SOLUTION IN A NUTSHELL

BeneVoice for Dynamics 365 embeds modern voice and customer center functionalities into customer data in Microsoft Dynamics 365, removing complex boundaries between isolated environments. The solution improves customer experience and workforce efficiency by having all customer data and customer service tools in one place.



BUSINESS VALUE

- **Customer experience:** Increases customer experience by enabling the personalization of the customer interaction by having full 360° customer view
- **Efficiency:** Fully cloud based solution, no desktop or client installations or software required
- **Employee experience:** Increases employee experience by minimizing manual work and maximizing automation
- **Improved decision making:** will give an in-depth understanding to all of the voice interactions between the company and the customers



TARGET GROUP

- Companies utilizing Microsoft Dynamics 365 e.g. for Sales, marketing or Customer Service.
- Companies looking for a omni-channel customer service solution or efficient telephony tools for a sales or Customer Service team.



SOLUTION DETAILS

- Provides complete customer 360° view with data from all calls, including calls handled with mobile phones or MS Teams.
- BeneVoice works seamlessly with Dynamics 365 Omni-Channel framework enabling agents to work in a modern UI for all channels
- Rich Call Recording functionalities with pause and resume controls
- Easy and intuitive to learn and start to use