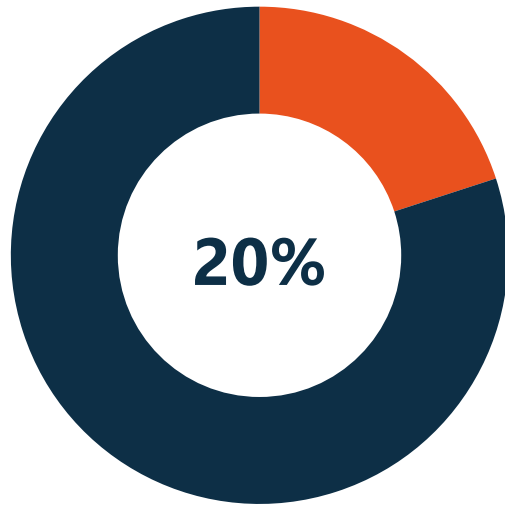


BENEVOICE FOR DYNAMICS 365

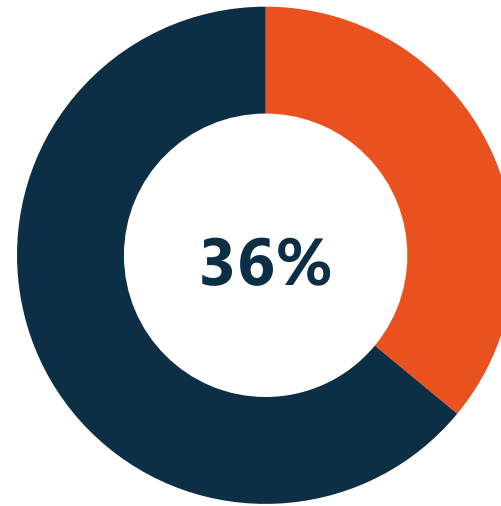


CHALLENGES OF CUSTOMER EXPERIENCE 2020

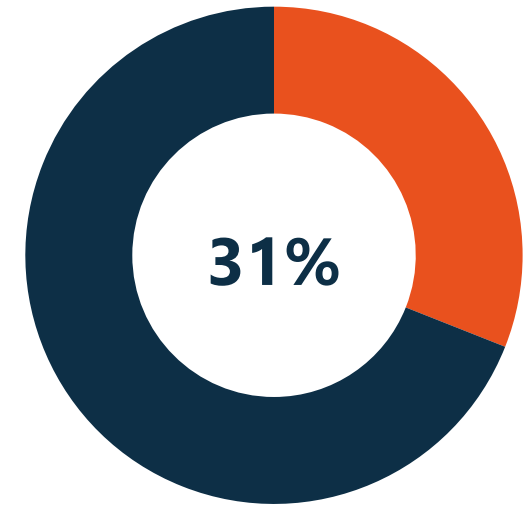
What is the most frustrating aspect of a poor customer service experience?*



Difficulty reaching or inability to reach a live agent



The representative lacks the knowledge or ability to resolve my issues



Having to repeat or provide my information multiple times

* <https://info.microsoft.com/rs/157-GQE-382/images/EN-US-CNTNT-ebook-2018-State-of-Global-Customer-Service.pdf>

DIGITAL TRANSFORMATION WITHOUT DATA?

Digital transformation progressing in every industry

"The effects of digitalization are very or somewhat significant to our business"

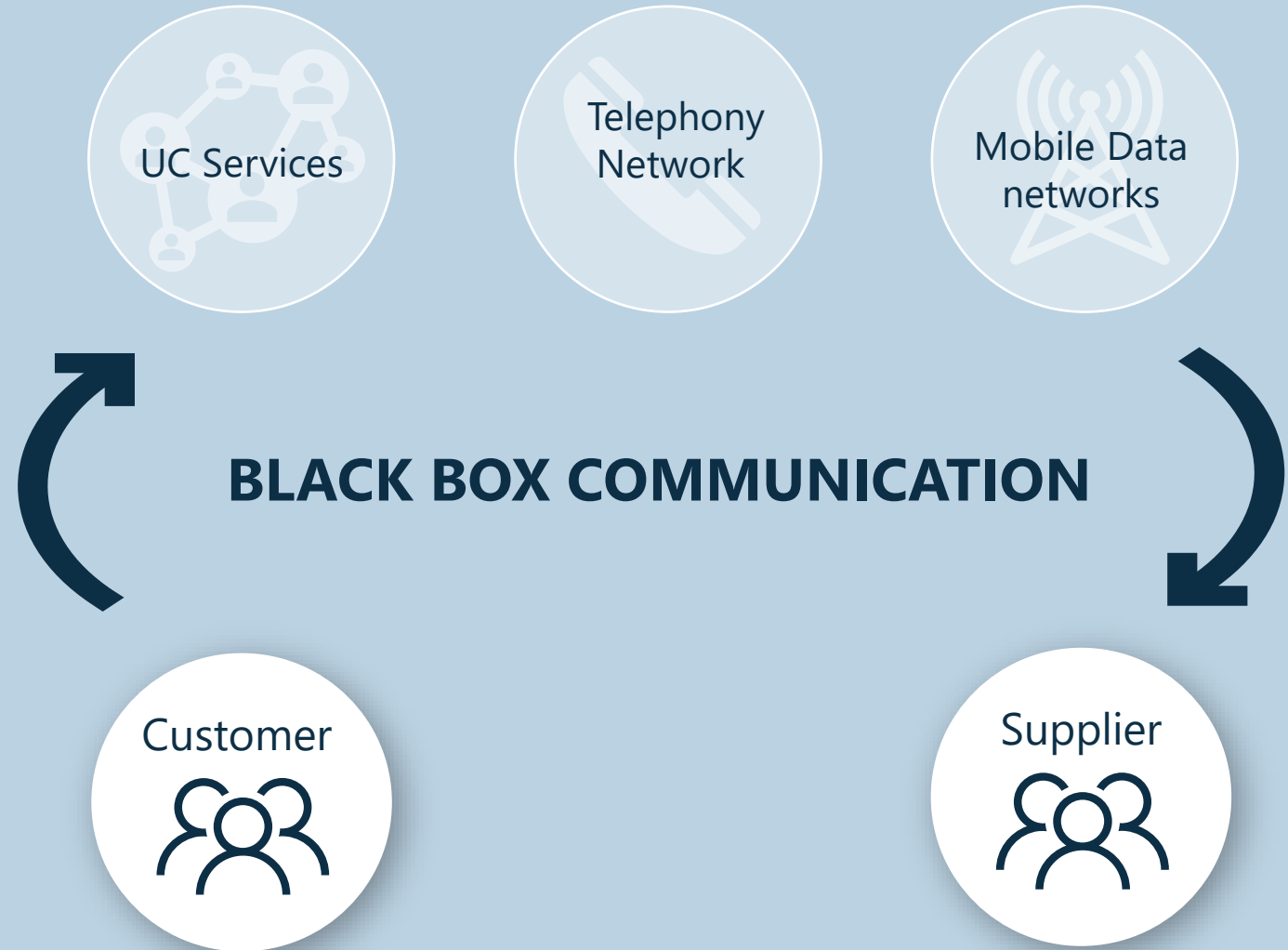
- Large enterprises: 92 %
- Midsize organizations: 84 %

Digibarometri survey 2019

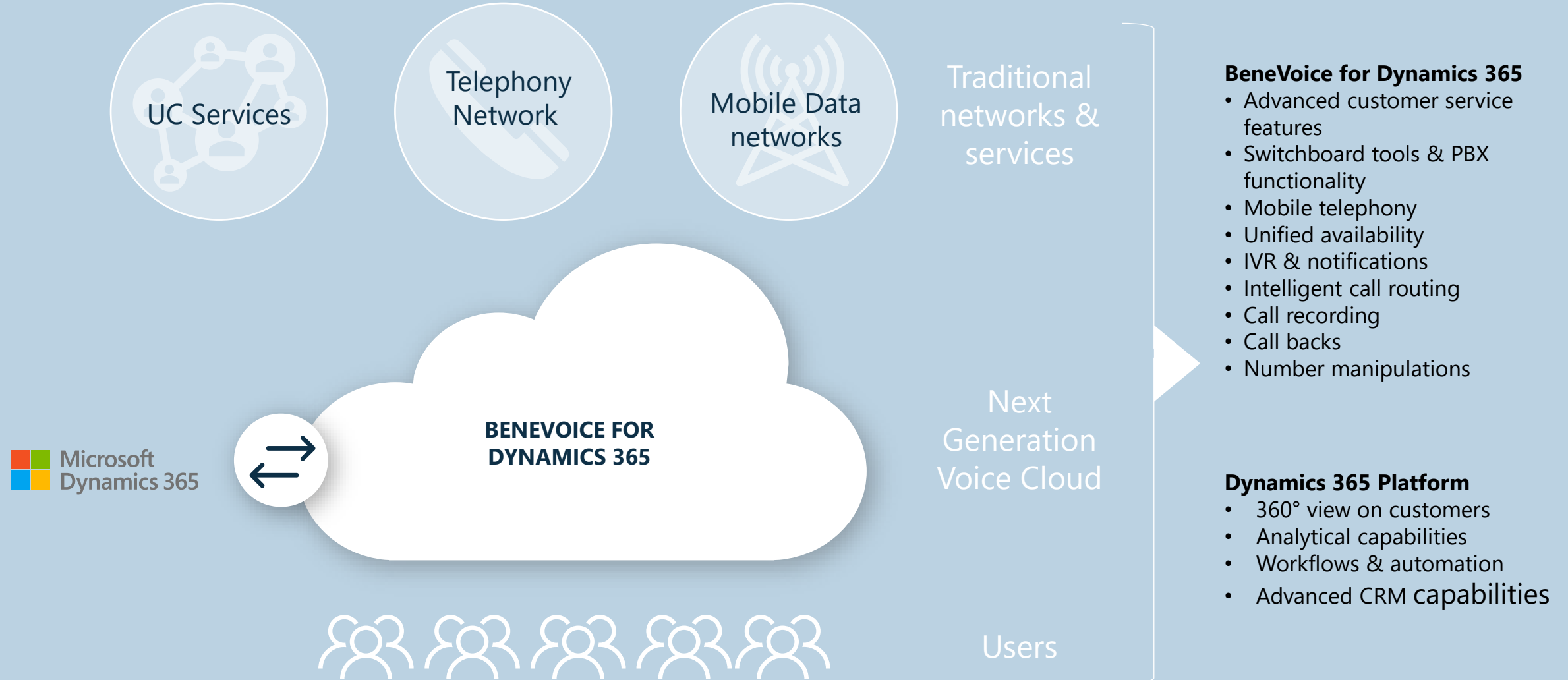
"We utilize analytics on big data in our business"

- Large enterprises in Finland: 44 %
- Midsize organizations in Finland: 24 %

Eurostat ICT usage in enterprises survey 2018

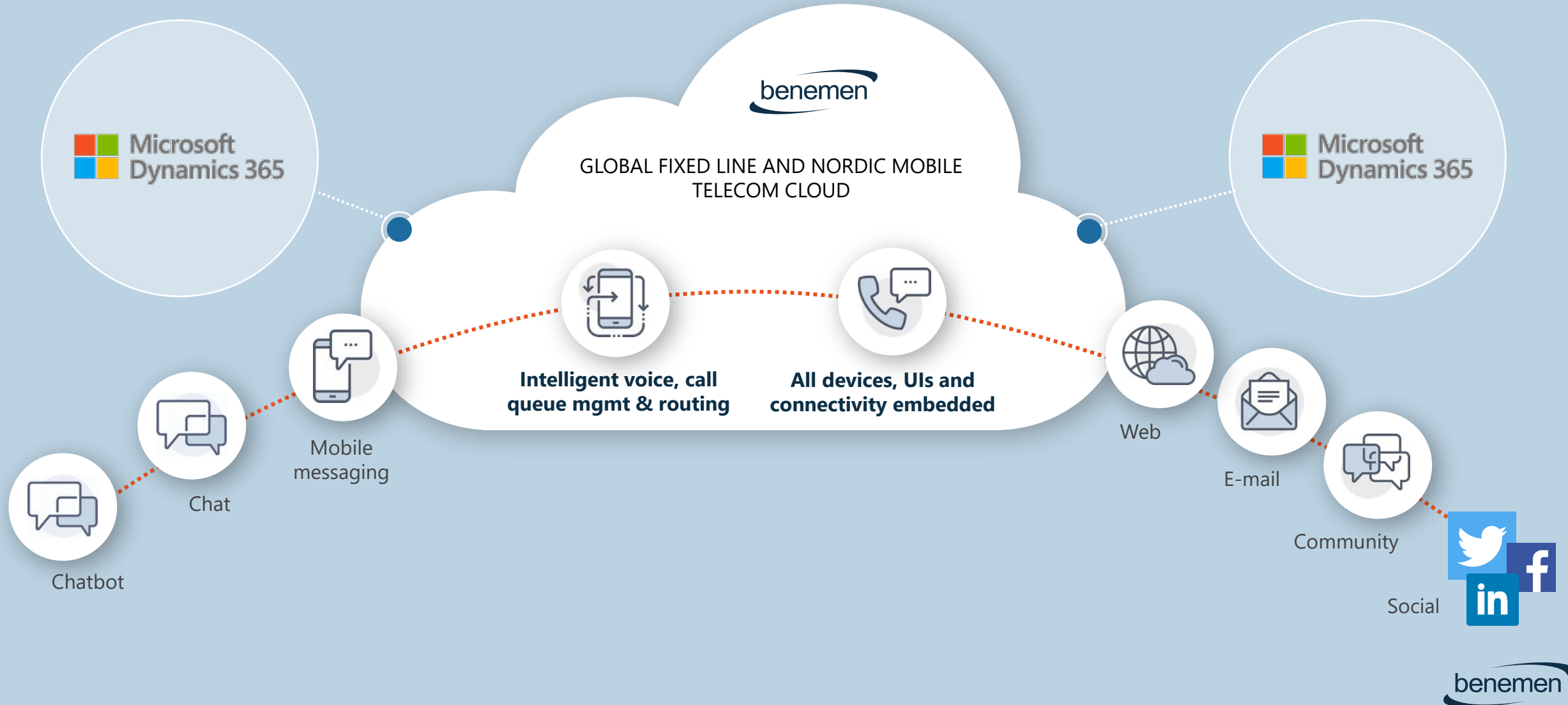


IT'S TIME TO MODERNIZE TALKING



COMPLETING THE DYNAMICS 365 OMNI-CHANNEL OFFERING

Benemen completes the Dynamics 365 Omni-Channel offering by bringing in voice calls and call queue management accompanied with full operator infrastructure for mobile and fixed line subscriptions and traffic



BENEVOICE FOR DYNAMICS 365 – HIGH LEVEL FUNCTIONALITIES



Incoming Calls

- Intelligent routing
- Screen pop-up
- All inbound calls from all devices registered in D365



Outgoing Calls

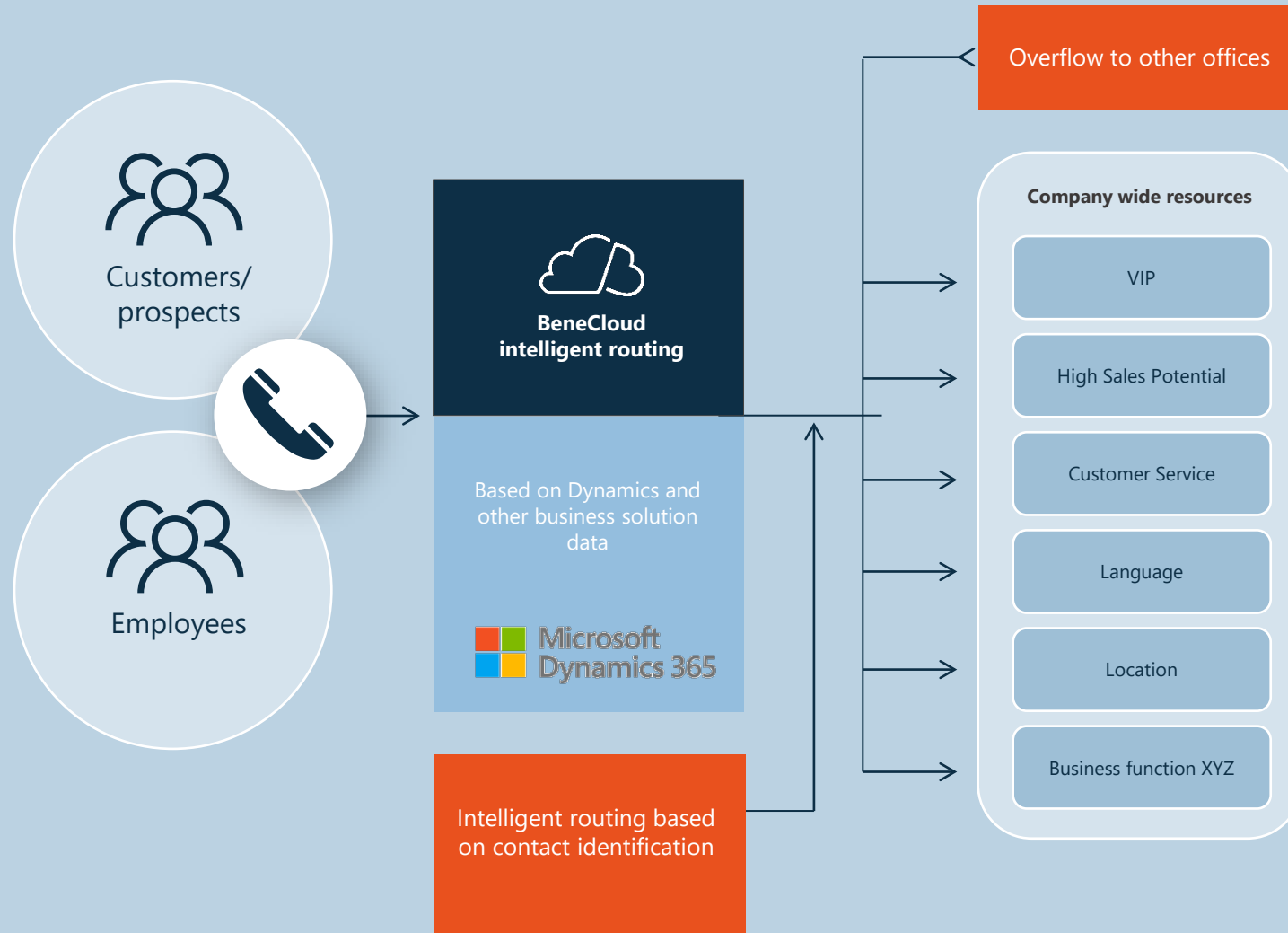
- Click to call
- Register activity in D365
- All outbound calls from all devices registered in D365



Reporting & Business Intelligence

- Creating / updating records in D365
- Attach call recordings to D365 records
- Enrich Unified Communication reporting with D365 data

BENEMEN INTELLIGENT ROUTING



Route calls to the right target based on customer information

- Utilization of existing customer data in **intelligent contact routing**
 - Right service pools
 - Straight to the right person or department
- All **existing data can be used**
 - Segments
 - Churn-models
 - Directions
 - Transaction types
 - External information
- Minimization of worthless contacts
- **IVR passing**
- Right resources – **better quality**
- Lower delay – **better customer experience**
- **Accurate reporting**
- **Amount of handled contacts within shorter time**

BENEVOICE FOR DYNAMICS 365 – INBOUND CALLS 1/2

Incoming calls – INBOUND

Screen pop-up – Pop-up D365 customer information based on a number

Open the customer in D365

Data exchange

The Benemen API tells D365 which a number is dialed

D365 application pulls up the right account and offers the agent ability to create a new interaction record

BENEVOICE FOR DYNAMICS 365 – INBOUND CALLS 2/2

Agent can see the received customer data
in D365 and what previous actions have
been taken.

The screenshot displays the Dynamics 365 Omnichannel for Customer Service interface. On the left, a mobile app interface for 'Bene Voice' shows a customer card for 'Pekka SIP' with the phone number '+358293000987'. The card includes a green 'Call' button and a red 'End Call' button. On the right, the web interface shows the 'Pekka Test' contact record. The 'Summary' tab is active, displaying 'GENERAL INFORMATION' with fields for First Name (Pekka), Last Name (Test), Account Name, Mobile Phone (+358293000987), Fax, Contact Method (Any), and Address 1 (Street 1, Street 2, Street 3). A red circle highlights the 'Details' tab, and a red line connects it to the text box on the left. The 'Timeline' section on the right shows a record: 'Auto-post on Pekka Test' with the note 'Contact: Created By Dev One.' The status at the bottom is 'Active'.

BENEVOICE FOR DYNAMICS 365 – OUTBOUND CALLS

Click to call

Make a call
straight from
the D365 UI

Use embedded
softphone to
handle a call

Register activity
in D365

Update D365
records based
on call results

The screenshot displays the Dynamics 365 user interface. On the left, a 'Bene Voice' sidebar is visible, featuring a 'Sales Service' section with metrics: 'Serving 3', 'Active 3', 'Queue length 0', and 'Max. queue time 0 sec'. An orange callout bubble labeled 'Web phone integration' points to the top of this sidebar. The main area shows a contact record for 'Pekka Test'. The 'GENERAL INFORMATION' tab is active, displaying fields for First Name, Last Name, Account Name, Mobile Phone (+358293000987), Fax, Contact Method (Any), and Address. An orange callout bubble labeled 'Click to call' points to a phone icon next to the Mobile Phone field. The 'TIMELINE' section on the right shows a record: 'Auto-post on Pekka Test Contact: Created By Dev One.' The bottom of the interface shows the 'Contoso' logo and the status 'Active'.

BENEVOICE FOR DYNAMIC 365 – REPORTING & BI

Reporting & Business Intelligence

Creating / updating records in D365

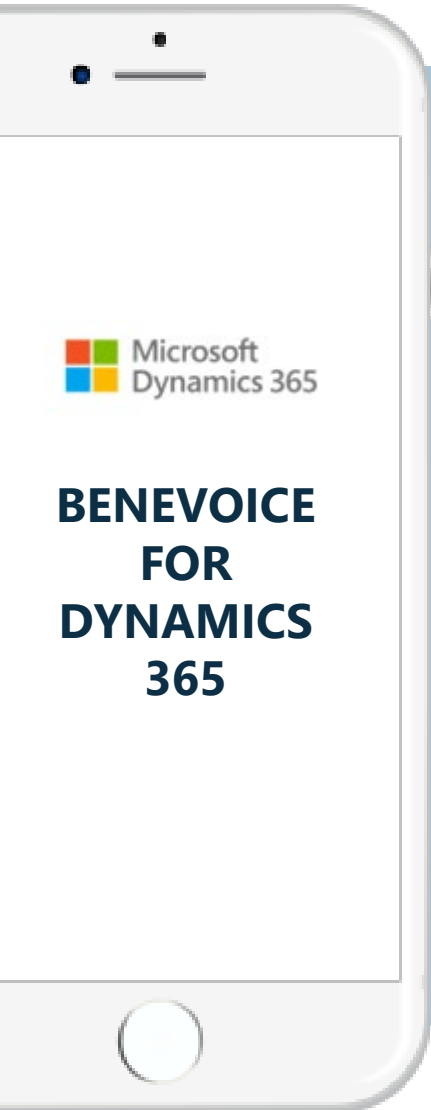
Attach call recordings to D365 records

Merge Business Data
with Telephony Data



- Which customers did we communicate with most?
- Who from our company spoke with which customer?
- Where calls to customers really made successfully?

BENEVOICE FOR DYNAMICS 365



WAVE OCTOBER 2020

- Support for Dynamics 365 frameworks with and without Omnichannel functionalities
- Embedded browser phone
- Automatic enterprise call records
- Call recording control
- Call records accessible through D365
- List based callback capability

WAVE SPRING 2021

- Native D365 callback functionalities
- Smart routing configurability through D365 workflow
- Native D365 call recording handling
- Native D365 Dashboards for all omnichannel (including voice) role-based use cases
- Improvements on real-time data handling (details, callbacks, enterprise calls)
- Real time streaming API VoiceStream API enabling call content analysis/analytics

LATER

- Enhanced availability handling (Presence between Dynamics Omnichannel and BeneVoice voice channel)
- Omnichannel case and activity handling improvements
- Improved AI/ Robotics

Roadmap and release plan information is subject to change without prior notice

VALUE FROM BENEVOICE FOR DYNAMICS 365

ADDING VOICE TO DYNAMICS 365 WILL BRING PRODUCTIVITY AND COST SAVINGS

- No-more silos - one platform for all engagement in all channels with the customers
- Intelligence, automation and workflows reduces manual work
- Enables to deliver world-class customer experience

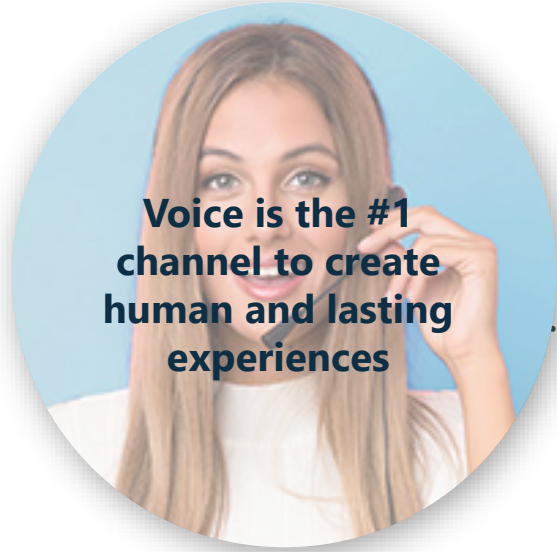
CREATING GROWTH THROUGH COMMUNICATION

- Enterprise calls will give an in-depth understanding to all of the voice interactions between the company and the customers
- Helps to recognize differences in engagement – where is the most potential or required more attention

EMPOWER THE REMOTE WORKING MODEL

- Fully cloud based, no installations or software required
- Easy and intuitive to learn and start to use
- Real-time analytics gives full transparency to the activity levels

WHY NOW IS A GOOD TIME?



Voice is the #1 channel to create human and lasting experiences

Other channels like email or chat are harder to compete in

Complex and challenging situations affects customer experience the most and voice channel is the best channel for handling these situations



Most companies are playing the customer experience game – only a few will actually win

Strategies don't mean anything for the customer, a human interaction does



Technologies are more advanced than business processes

Modern technical solutions are mature, available for fast implementations and powered features that will bring savings and efficiency quickly

THANK YOU



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