



Dynamics 365 ERP Call Center



Customer Support

Providing technical and functional support, and proactive customer service. Customer Support to solve immediate user needs to keep your users productive.

Escalated Customer Service

Second-tier support services are provided by seasoned technical consultants. Customer support service is a proactive function performed by our escalations team (senior consultants) to resolve immediate and long-term customer support needs. As a global Microsoft partner, we have direct access to their support team for escalated cases.

Support Levels For Dynamics 365 Finance & Supply Chain Management

1

First Level Support: 1st level user support where the bug / application issue(s) will be resolved as quickly as possible.

2

Consultant Service Escalation: Our technical consultant joins in to support the situation if the bug / application issue(s) cannot be resolved by 1st Level support in a timely manner.

3

Microsoft Incident Management :
A case is created together with Microsoft . This case is tracked and monitored.

Customer Success 7 Days x 14 Hours

7 days a week, between hours of 08:00 - 22:00 (including statutory holidays). We are providing professional 1st Tier service to our customers to maintain maximum productivity.