



Customer Insights and Power Apps Workshop

Unlock AI-driven insights to power personalized customer experiences

OVERVIEW

Combat customer frustration and churn to meet rising expectations for relevance, recognition and continuity.

This workshop provides hands-on training utilizing Customer Insights and Power Apps to unify customer data across a range of sources to provide your marketing, sales, and service professionals with the insights they need to personalize engagement.

What It Is:



3 Days of sessions to empower your teams with Customer Insights and Power Apps



Fixed cost – May be offset with funding for qualifying accounts

THE WORKSHOP INCLUDES:

- Data Assessment
- Training on mapping, matching, merging and enriching data sources
- Learn how to segment your customers into views
- Customer journey timeline designed in Customer Insights



CLIENT OUTCOMES

- Current state analysis of your data availability and readiness
- Deployment of Microsoft Dynamics 365 Customer Insights
- 360 degree view of your customer profiles
- A Power App to solve a specific use case, utilizing recommendations from your Customer Insights data
- Recommended Next Steps

Contact us to learn more about the **Customer Insights and Power Apps Workshop** offering or to schedule a time for your organization's assessment.

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