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Gold Enterprise Resource Planning
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MICROSOFT DYNAMICS 365 CUSTOMER SERVICE: 8-WK IMPLEMENTATION

ABOUT DYN365 CUSTOMER SERVICE IMPLEMENTATION:

8-Wk implementation of Microsoft Dynamics 365 Customer Service, Microsoft software to exceed customer expectations by delivering exceptional service on any channel.

WHAT WE OFFER:

Dynamics 365 Customer Service is a powerful, modular and flexible solution, capable of solving the needs of any customer from end to end.

Based on AI and machine learning, this platform allows customer service teams to offer a quality and highly personalized service, thanks to a unified technology that allows them to take advantage of the data. Some of the benefits of this management and customer service platform are:

- Empower customers to solve problems with the help of virtual agents.

- Offer personalized and value-added experiences.

- Quickly and accurately resolve issues.

- Improve productivity thanks to automation and AI.

- Create a differentiated customer service culture.

See what customers are saying:

"Arce Clima is now able to monitor and anticipate all technical activities thanks to Dynamics 365 Customer Service"

–Carlos López, CEO, Arce Clima

Why Dynamics 365?

Modern applications

Modern applications that deliver new experiences and connect with a business' existing systems to allow organizations to digitally transform their way. Applications that use mixed reality, the ability to take an application that overlays on the reality in front of the user, that guides them through a business process like never before. Connect to information from social networks, mobile devices, and micro-applications to drive intelligence and inform a more effective business process.

Unified data and processes

Unified data and processes that enable business without silos. Centralized data enables disparate groups to work together effectively with a single, trusted view of processes, relationships, and data. Data connectors allow thousands of systems to bring their data to a single network.

Intelligence that delivers

Intelligence that delivers actionable insight. Data in the new world includes social, relationship, and productivity information in addition to insights generated by business systems. The right solution requires a unified approach that allows companies to automatically leverage their data to decide and act in real-time with expanded analytics, predictive algorithms, and automated AI.

An extensible environment

An extensible environment that enables change. The right solution establishes a data, communication, and application environment that makes it easy to evolve and extend existing business operations, while introducing technologies that enable users to create solutions where no solution exists and to expand data analysis.

Microsoft Dynamics 365

Transform on your terms with Microsoft Business Applications. Enable people to do their best work. Gain actionable insights. Thrive with solutions expressly built for change. Unlock next.

WWW.MICROSOFT.COM/DYNAMICS365

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Key use cases

Sales
Respond to changing business requirements with a flexible platform to rapidly create new solutions and ensure old solutions are never truly finished.

Service
Understand your customers better and respond more quickly by accessing internal and external relationship data.

Finance and operations
Increase your return on investment with Microsoft's agile and efficient cloud solution.

Talent
Extend your virtual team and coordinate faster with a consolidated view of team members, activities, and responsibilities.

Marketing
Gain end-to-end visibility by connecting data from external markets, social, and legacy sources.