



Modern Care on Microsoft Dynamics 365

Powered by Sprinklr





Slide Index

1. Why Modern Care?

- Traditional vs Modern customer

2. Sprinklr + Microsoft

- PBOs

- Use Cases, Flow Diagram, Prerequisites

3. Sprinklr Installation

4. Authenticating Social handles

5. Setting up Keywords (Topics) to listen

6. Case Creation and Engagement on Social

7. Social Profiles Data in MS Dynamics 365

Imagine better care

“It takes 12 positive experiences to make up for 1 unresolved negative experience”

—Ruby Newell-Legner, *Understanding Customers*

“70% of buying experiences are based on how customers feel they are being treated”

—McKinsey

“Of the people you fail, you will lose 65% of their potential revenue within the next year”

—SDL

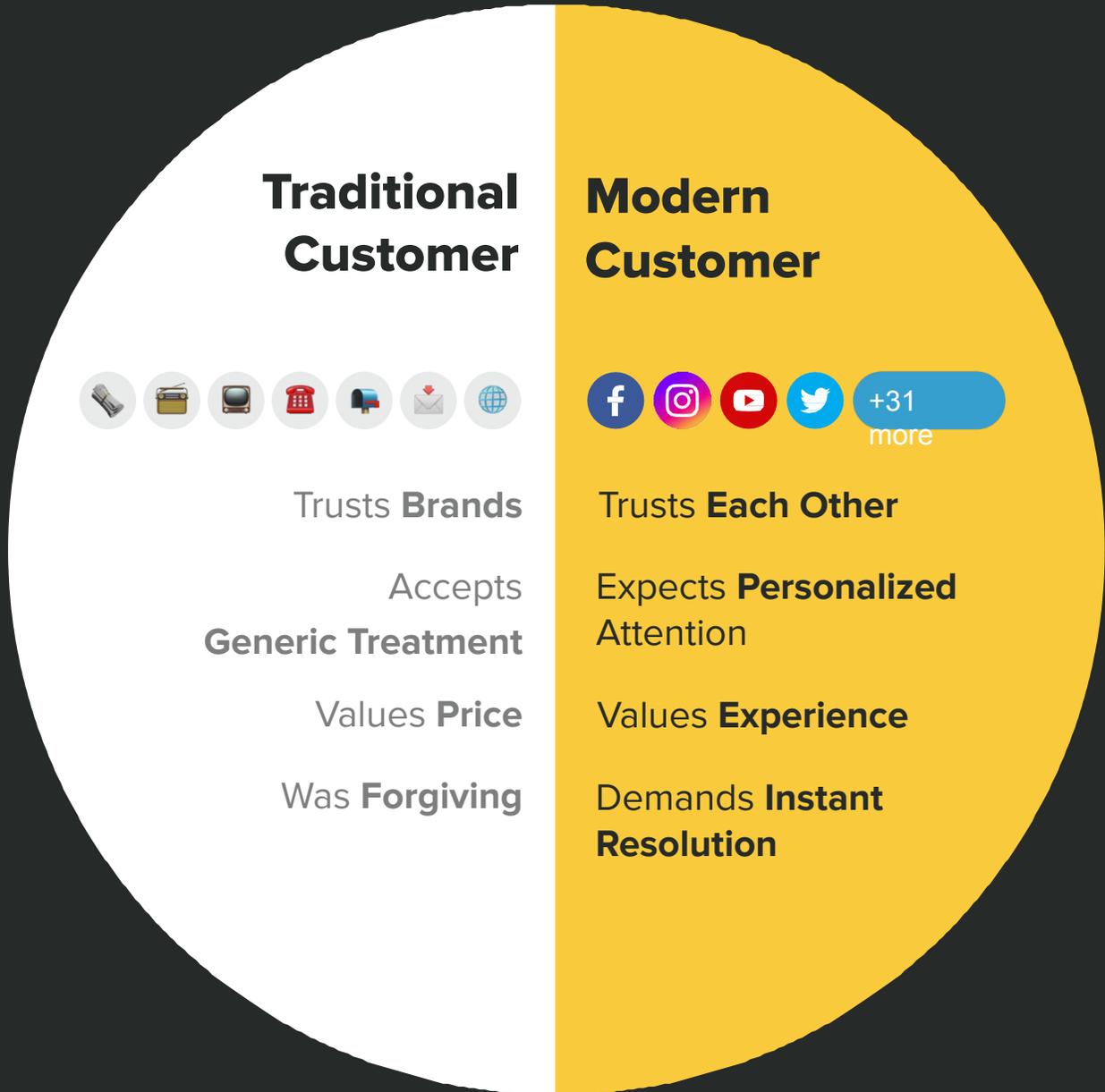
“A 5% increase in customer retention can increase a company’s profitability by 75%”

—Bain & Co

“76% of consumers say they view customer service as the true test of how much a brand values them”

—Aspect





75% of online customers expect a reply within 5 mins

MCKINSEY



Sprinklr + Microsoft Quickly Scale Customer Experience Anywhere



Sprinklr + Dynamics 365

Deepen customer engagement with personalized experiences

How we do it better

Microsoft Dynamics 365 for Care/Customer Serv.

- Case management in Dynamics 365
- Automated workflows and processes
- Consolidate customer view
- Leverage customer purchase history and preferences



- Identify, respond, and resolve cases in a unified platform at scale
- Auto-respond to customer inquiries outside business hours
- Real time reporting of NPS, CSAT, and case resolution
- Detect trending product or service issues as they emerge
- Add value to customers and up-sell as part of service interaction
- Analyze social data from 25+ social channels, 10 messaging apps

Positive business outcomes



Reduced time to complete case resolution

Cost savings through reduced resource from automation and bots

Mitigated risk from product and service issues outside of earned channels

Increased sales through service

Improved retention through data driven personalized engagement

...help to deliver great customer experiences



Use-Cases

- Create and update Dynamics cases from social channels and messaging apps
- Associate cases with contacts through search or new contact creation
- Sync social profile data with Dynamics contacts
- Automate case creation utilising the Sprinklr AI powered Intuition moderation model
- Set rules to create cases in Dynamics based on keywords
- Engage with your audience from Dynamics CRM
- Synchronize standard and custom case fields between Sprinklr and Dynamics

Languages Supported

English, French, German, Spanish, Portuguese, Chinese, Italian, Japanese, and Korean



The Sprinklr approach

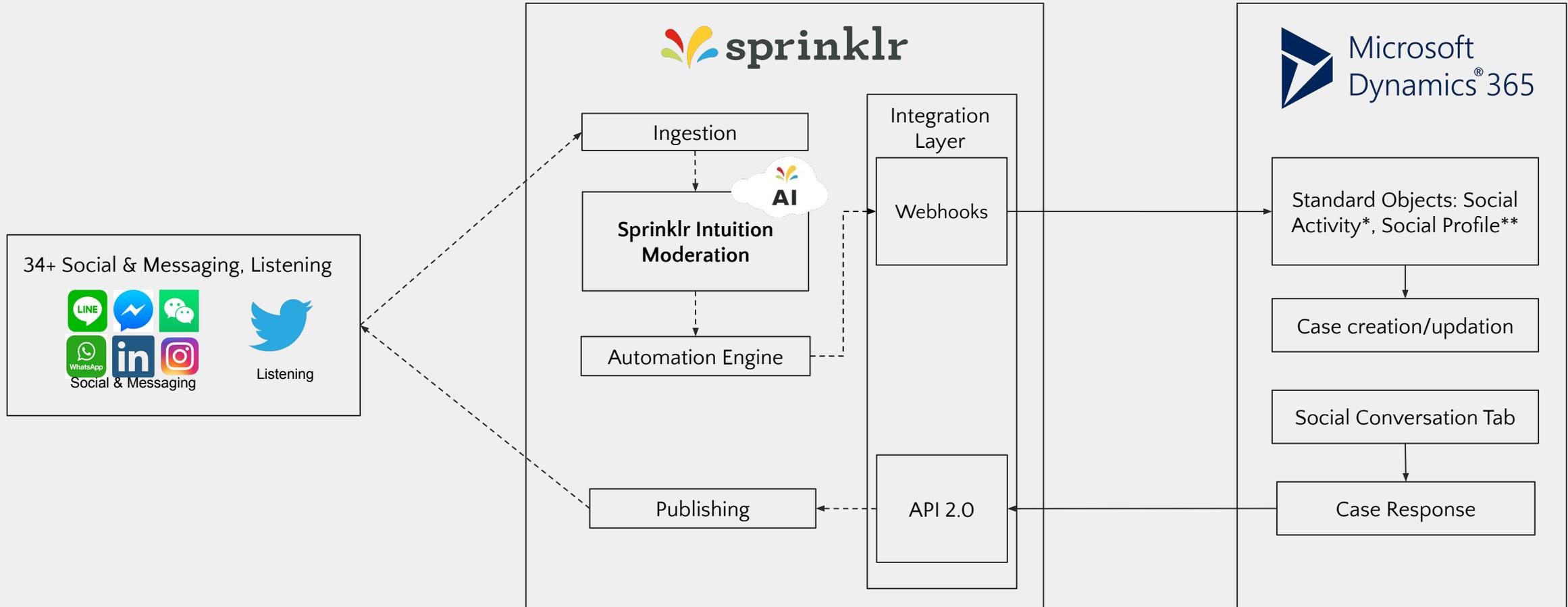
- Expand reach and provide support to customers across 25+ social channels and 10 messaging apps
- Access a unified view of the customer by integrating social and CRM data, allowing brands to fully resolve care and support inquiries via the customers channel of choice
- The same standard objects Social Activity and Social Profile, which are used in the Social Engagement offering of MS Dynamics, are used in this connector

Pre-requisites

- MS Dynamics 365 cloud version 9.0 and above
- Whitelisted Sprinklr IP addresses
- **Modern care user seat(s) of Sprinklr for every Dynamics user who want to use this connector**



Flow Diagram



*Social Activity: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/entities/socialactivity>

**Social Profile: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/web-api/socialprofile?view=dynamics-ce-odata-9>



Downloading and configuring the Sprinklr App in Dynamics 365



Reach out to your Sprinklr Success
Manager or drop an email at
support@sprinklr.com



Adding Social handles in Dynamics 365

- My apps
- Home
- Dynamics 365 — custom
- CRM Hub
- Solution Health Hub
- Sprinklr**

... a legacy app and might have features or customizations that aren't supported in Unified Interface. For best results, create a model-driven app for Unified Interface. [Learn More](#)

As [+ New](#) [Set As Default](#) [Refresh All](#)

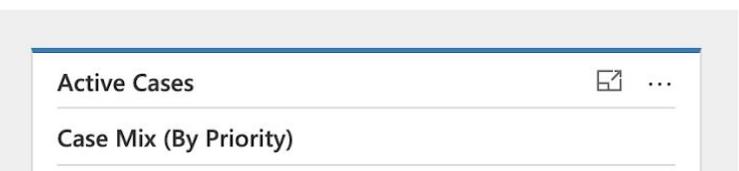
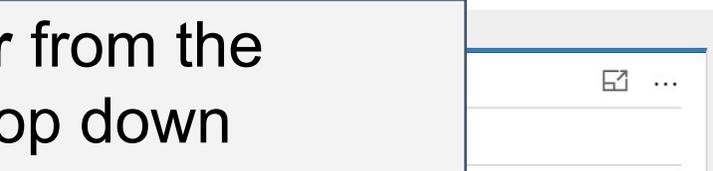
Customer Service Representative S...

Select **Sprinklr** from the Quick Menu drop down

Active Cases

by SLA Status

data available.



- Home
- Recent
- Pinned
- Sprinklr**
 - Accounts**
 - Topics Management
 - Sprinklr Configuratio...
 - Social Profiles
 - Social Messages

Accounts

All Channels

All Active Inactive Social Messaging

Add Account

2. Click Add Account

1. Select Accounts

<input type="checkbox"/>	Account Name	Account Type	Status	Reach			
<input type="checkbox"/>	Fashion Store	Facebook Page	Active	4	0	0	
<input type="checkbox"/>		Facebook Page	Active	0	0	0	
<input type="checkbox"/>		Instagram	Active	0	0	0	
<input type="checkbox"/>	We.Retail	Deactivated due to invalid access token, please re-add account				Re-Add	
<input type="checkbox"/>	Fa\$hionStore	Twitter	Active	1	1	9	
<input type="checkbox"/>	wedotretail	Twitter	Active	1	3	4	

- Home
- Recent
- Pinned

- Sprinklr
- Accounts
- Topics Management
- Sprinklr Configuratio...
- Social Profiles
- Social Messages

Accounts

Add Account

Add Account

Choose a channel you would like to add an account for

X esc

Search for the Social Channel



Facebook Page



Google App Store



Google My Business Page



Instagram



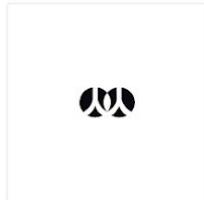
Line



LinkedIn Company



Pinterest



Renren



Sina Weibo



Tencent Weibo



- Home
- Recent
- Pinned

Accounts

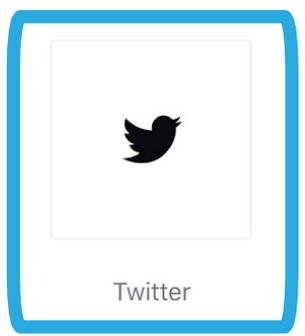
Add Account

Add Account

Choose a channel you would like to add an account for

X
esc

Q twitter



Click on the Appropriate Social Channel Tile

- Accounts
- Topics Management
- Sprinklr Configuratio...
- Social Profiles
- Social Messages



Authorize Sprinklr Prod0 to use your account?

[Authorize app](#) [Cancel](#)

This application will be able to:

- Read Tweets from your timeline.
- See who you follow, and follow new people.
- Update your profile.
- Post Tweets for you.
- Access your direct messages.
- See, create, and manage your advertising data including:
 - Campaigns
 - Audiences
 - Business and ad account information
 - Ad account and user settings
 - Creatives and media

Will not be able to:

- See your email address.
- See your Twitter password.



Sprinklr Prod0

By Sprinklr Inc.

prod0.sprinklr.com

Sprinklr application for Prod0 environment.

[Privacy Policy](#)

[Terms and Conditions](#)

Pop-up opens up wherein you need to authorise Sprinklr App

- Home
- Recent
- Customer Service Re...
- Customer Service Ma...
- Customer Service Op...
- Customer Service Per...
- Customer Service Re...
- Customer Service Re...
- Sales Activity Social ...
- My Active Cases
- Tier 1 Dashboard
- #5 Twitter @hionstor...
- Pinned
- Sprinklr
- Accounts
- Topics Management
- Sprinklr Configuratio...

Accounts Add Account

Adding Account

After authorisation, you return back to Dynamics 365 tab

Accounts

Add Account



Update Fa\$hionStore

You can add Important details to this Account here

X
esc

Account Details



Account Name *

UserId *

Custom Character Count

Fill in Appropriate details and
Click **Save**

Cancel

Save

- Home
- Recent
- Customer Service Re...
- Customer Service Ma...
- Customer Service Op...
- Customer Service Per...
- Customer Service Re...
- Customer Service Re...
- Sales Activity Social ...
- My Active Cases
- Tier 1 Dashboard
- #5 Twitter @hionstor...
- Pinned
- Sprinklr
 - Accounts
 - Topics Management
 - Sprinklr Configuratio...



Adding Topics (Keywords) to listen in Dynamics 365

- My apps
- Home
- Dynamics 365 — custom
- CRM Hub
- Solution Health Hub
- Sprinklr**

... a legacy app and might have features or customizations that aren't supported in Unified Interface. For best results, create a model-driven app for Unified Interface. [Learn More](#)

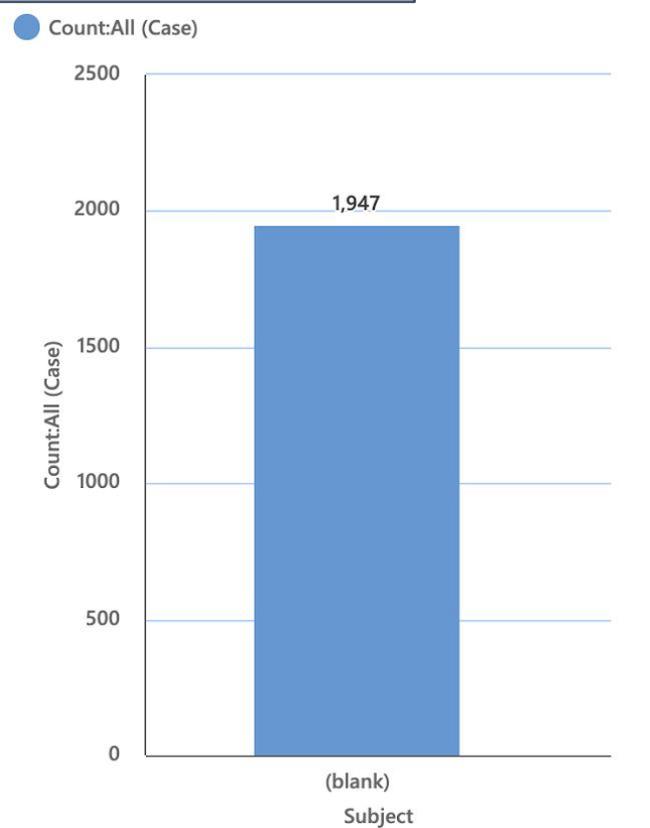
As [+ New](#) [Set As Default](#) [Refresh All](#)

Customer Service Representative S...

Select **Sprinklr** from the Quick Menu drop down

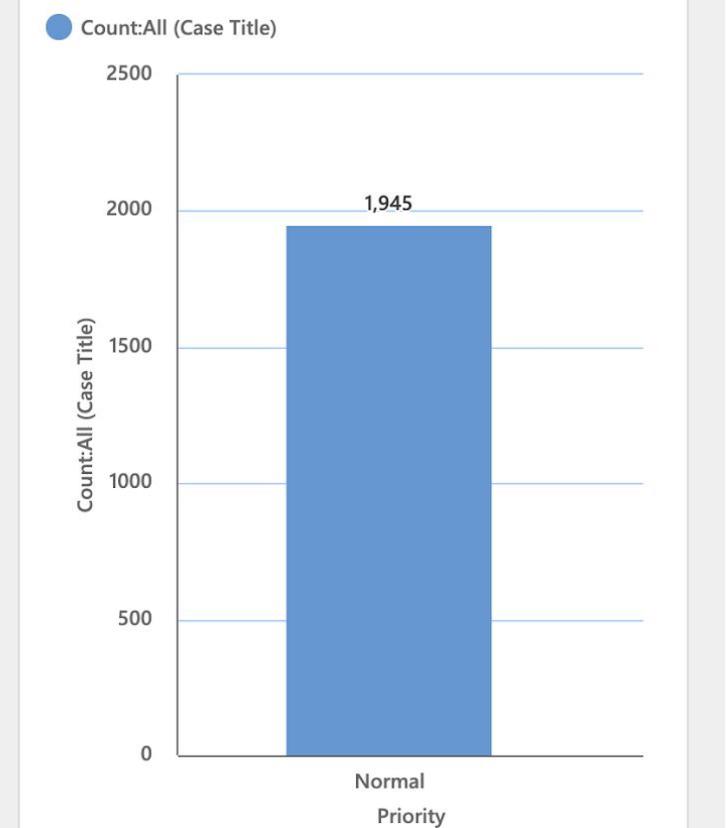
Active Cases

by SLA Status
data available.



Active Cases

Case Mix (By Priority)
data available.



- Home
- Recent
- Pinned
- Sprinklr
 - Accounts
 - Topics Management**
 - Sprinklr Configuratio...
 - Social Profiles
 - Social Messages

Settings > Topics

Add Topic

All Fetching Not-Fetching

<input type="checkbox"/>	Fetching	Name ⌵	Modified T...	Created Ti...
<input type="checkbox"/>	<input type="checkbox"/>	Demo Topic - Fashion	25 Oct 19, 6:4...	7 Aug 19, 11:28...
<input type="checkbox"/>	<input type="checkbox"/>	Demo Topic - Retail	21 Oct 19, 8:35...	29 Aug 19, 5:1...

1. Select Accounts

2. Click Add Topic

- Home
- Recent
- Pinned
- Sprinklr
 - Accounts
 - Topics Management
 - Sprinklr Configuratio...
 - Social Profiles
 - Social Messages

Topics > Create New Topic

Build Query

Preview

Topic Name ▪

Add Topic Name

Give a Topic Name

Include messages from i

Select date

Include messages till i

Select date

Query ▪

Advanced Query ?

ANY of these Keywords / Phrases should be present in the received messages

Select or enter keyword, phrase or group of words

ALL of these Keywords / Phrases must be present in the received messages

Select or enter keyword, phrase or group of words

Not Fetching

Cancel Save

- Home
- Recent
- Pinned
- Sprinklr
 - Accounts
 - Topics Management
 - Sprinklr Configuratio...
 - Social Profiles
 - Social Messages

Topics > Create New Topic

Build Query

Preview

Select the Time range of messages that you want to listen to

Topic Name

Sprinklr

Include messages from

Select date

Include messages till

October 31, 2019

Query

ANY of these Keywords / Phrases should be present in the received messages

Select or enter keyword, phrase or group of words

ALL of these Keywords / Phrases must be present in the received messages

Select or enter keyword, phrase or group of words

Calendar for October 2019 with date 31 selected and time 11:17 PM.

October 2019						
S	M	T	W	T	F	S
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

31 Oct, 2019 11:17 PM

Not Fetching

Cancel

Save

- ☰
- 🏠 Home
- 🕒 Recent ▾
- 📌 Pinned ▾
- Sprinklr**
- 👤 Accounts
- 📁 Topics Management**
- ⚙️ Sprinklr Configuratio...
- 👤 Social Profiles
- ⚙️ Social Messages

Topic Name ▾

Sprinklr

Include messages from *i*

Select date

Include messages till ▾ *i*

October 31, 2019 ×

Query ▾

Advanced Query ?

ANY of these Keywords / Phrases should be present in the received messages

Sprinklr

Sprinklr

ALL of these Keywords / Phrases must be present in the received messages

Select or enter keyword, phrase or group of words

Add the keywords you want to listen to

Not Fetching

Cancel

Save

- ☰
- 🏠 Home
- 🕒 Recent ▾
- 📌 Pinned ▾
- Sprinklr**
- 📁 Accounts
- 📁 Topics Management**
- ⚙️ Sprinklr Configuratio...
- 👤 Social Profiles
- 📧 Social Messages

Select date

Query •

Advanced Query ?

ANY of these Keywords / Phrases should be present in the received messages

Select or enter keyword, phrase or group of words

Sprinklr × +

Add the keywords that must be present in the messages

ALL of these Keywords / Phrases must be present in the received messages

Social|
Social

NONE of these Keywords / Phrases should be present in the received messages

Select or enter keyword, phrase or group of words

Not Fetching

Cancel Save

- ☰
- 🏠 Home
- 🕒 Recent ▾
- 📌 Pinned ▾

- Sprinklr**
- 📁 Accounts
- 📁 Topics Management**
- ⚙️ Sprinklr Configuratio...
- 👤 Social Profiles
- ⚙️ Social Messages

Topics > Create New Topic

Build Query

Preview

Sprinklr × +

ALL of these Keywords / Phrases must be present in the received messages

Select or enter keyword, phrase or group of words

Social × +

NONE of these Keywords / Phrases should be present in the received messages

Voice|

Voice

Add the keywords that must not be present in the messages

Query for the Topic "Untitled"

(Sprinklr)AND(Social)

Advanced Options

Not Fetching

Cancel

Save

- ☰
- 🏠 Home
- 🕒 Recent ▾
- 📌 Pinned ▾
- Sprinklr**
- 📁 Accounts
- 📁 Topics Management**
- ⚙️ Sprinklr Configuratio...
- 👤 Social Profiles
- 📧 Social Messages

Query for the Topic "Untitled"

(Sprinklr)AND(Social)NOT(Voice)

Advanced Options

Languages

Restrict languages you want messages in

English

English

Select the languages you want to listen to

Include messages from these owned accounts

Select Accounts

Locations

Not Fetching

Cancel

Save

- Home
- Recent
- Pinned
- Sprinklr
 - Accounts
 - Topics Management**
 - Sprinklr Configuratio...
 - Social Profiles
 - Social Messages

(Sprinklr)AND(Social)NOT(Voice)

Advanced Options

Languages

Restrict languages you want messages in

English x

You can include data from the authenticated social handles as well

Owned Accounts

Include messages from these owned accounts

Select Accounts

- Fa\$hionStore
Twitter
- fa\$hionstorevegas2019
Instagram
- Fashion Store
Facebook
- Testpage
Facebook

NOT Fetching

Cancel Save

- ☰
- 🏠 Home
- 🕒 Recent ▾
- 📌 Pinned ▾
- Sprinklr**
- 📁 Accounts
- 📁 Topics Management**
- ⚙️ Sprinklr Configuratio...
- 👤 Social Profiles
- 📁 Social Messages

(Sprinklr)AND(Social)NOT(voice)

Advanced Options

Languages

Restrict languages you want messages in

English × ▾

Owned Accounts

Include messages from these owned accounts

Fa\$hionStore ×

You can specify the locations

Locations

Restrict countries you want messages from

+ Include ▾ United Kingdom × United States × ▾

Not Fetching

Cancel Save

- Home
- Recent
- Pinned
- Sprinklr
 - Accounts
 - Topics Management**
 - Sprinklr Configuratio...
 - Social Profiles
 - Social Messages

Topics > Create New Topic

Build Query

Preview

(Sprinklr) AND (Social) NOT (voice)

Click on Preview to quickly check the data flowing in

Advanced Options

Languages

Restrict languages you want messages in

English x

Owned Accounts

Include messages from these owned accounts

Fa\$hionStore x

Locations

Restrict countries you want messages from

United States x

Toggle this to start listening to the data

Fetching

Cancel

Save

- Home
- Recent
- Pinned
- Sprinklr
 - Accounts
 - Topics Management
 - Sprinklr Connect
 - Social Profiles
 - Social Messages

Topics > Create New Topic

(Sprinklr) AND (Social) NOT (voice)

Advanced Options

Owned Accounts

Include messages from these owned accounts

Fa\$hionStore

Locations

Restrict countries you want messages from

Include United Kingdom United States

Fetching

Cancel Save

Conversation stream gives you the message level details

Build Query Preview

Preview

Conversation Stream Top Words Estimated Volume Estimated Distribution

Messages that matched with the topic.

Stacey Shulman @shulmaniam • Photo Retweet

TODAY @ 10 a.m. ET: Join @andrewfowkes of SAS and @shulmaniam of Intel for our #saswebinar discussion – Real-Time Analytics in Retail: Deeper Customer Insights. Better Customer Experience. #CX <https://t.co/fdc1h2VcO3> <https://t.co/9e4MLqyRXq>



Retweet of @SASsoftware

Not Set Not Assigned

No Queues Neutral

- Home
- Recent
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 - Accounts
 - Topics Management
 - Sprinklr Co
 - Social Profiles
 - Social Messages

Topics > Create New Topic

(Sprinklr) AND (Social) NOT (voice)

Advanced Options

Owned Accounts

Include messages from these owned accounts

- Fa\$hionStore

Locations

Restrict countries you want messages from

+ Include United Kingdom United States

Fetching

Cancel Save

Build Query

Preview

Conversation Stream **Top Words** Estimated Volume Estimated Distribution

Preview data for the constructed query (last 7 days).

Top Words gives you the word cloud of all the trending keywords in the messages



- Home
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 - Sprinklr Co
 - Social Profiles
 - Social Messages

Topics > Create New Topic

(Sprinklr) AND (Social) NOT (voice)

Advanced Options

Owned Accounts

Include messages from these owned accounts

- Fa\$hionStore

Locations

Restrict countries you want messages from

Include United Kingdom United States

Fetching

Cancel Save

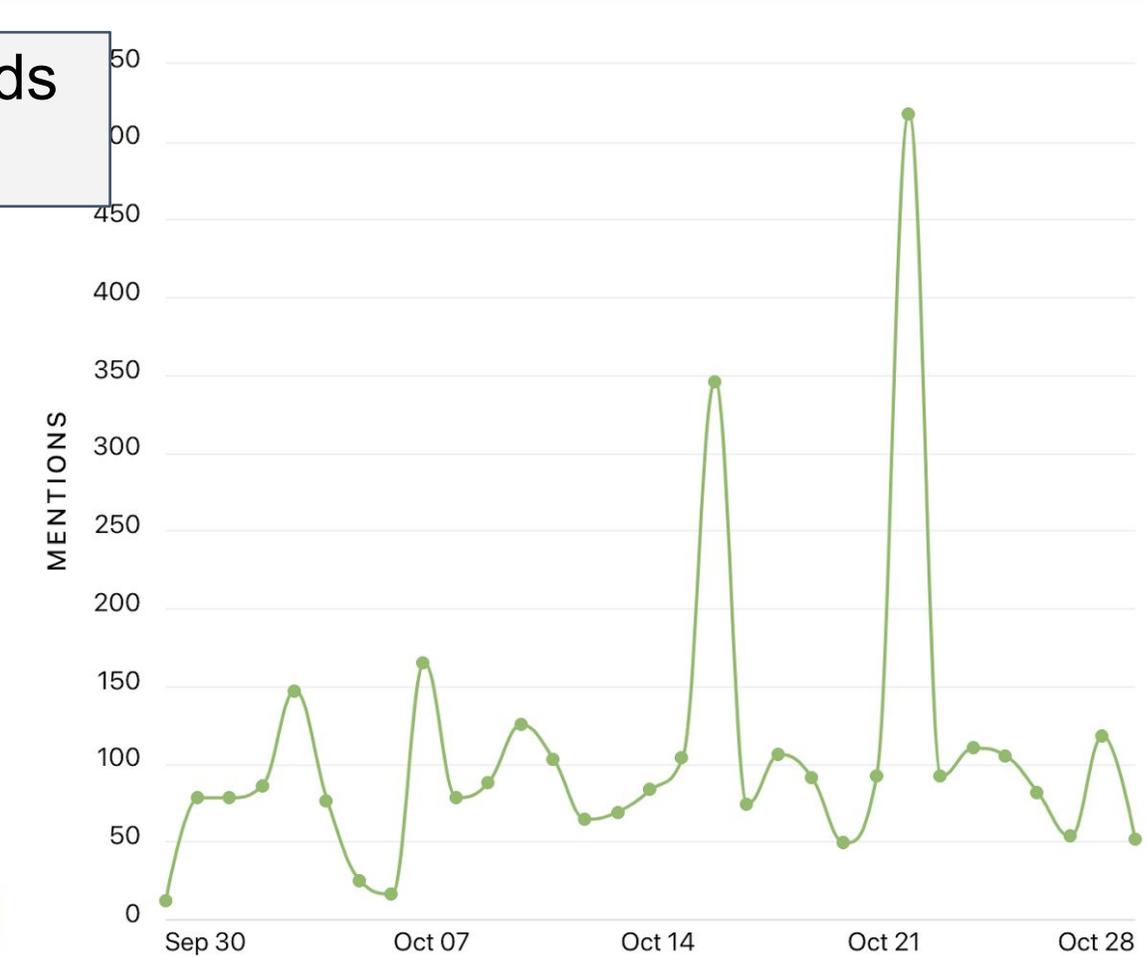
Build Query

Preview

Conversation Stream Top Words **Estimated Volume** Estimated Distribution

Estimated Volume count on Twitter for last 30 days (Includes any matching Retweets/Quoted Retweets.) Count: 3.3K

Estimated Volume gives the daily trends of the mentions



- Home
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- Social Profiles
- Social Messages

Topics > Create New Topic

(Sprinklr)AND(Social)NOT(voice)

Advanced Options

Languages
Restrict languages you want messages in

English x

Owned Accounts
Include messages from these owned accounts

Fa\$hionStore x

Locations
Restrict countries you want messages from

+ Include x United Kingdom x United States x

Fetching

Cancel Save

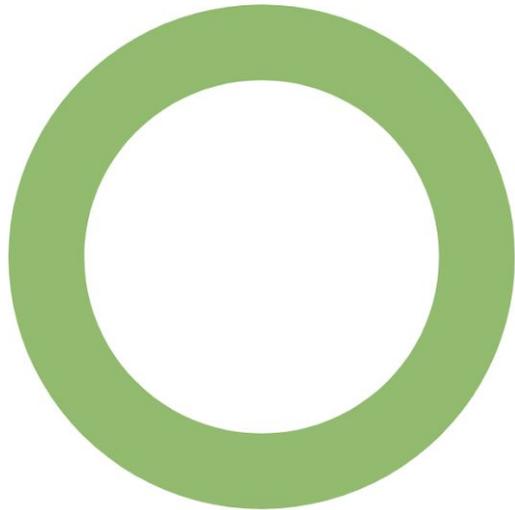
Build Query Preview

Preview

Conversation Stream Top Words Estimated Volume **Estimated Distribution**

Distribution of conversations by source in last 7 days. Count: 2

Estimated Distribution gives the distribution of mentions across various sources



100% (2) TWITTER

- ☰
- 🏠 Home
- 🕒 Recent ▾
- 📌 Pinned ▾

- Sprinklr**
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- 📁 Topics Management**
- ⚙️ Sprinklr Configuratio...
- 👤 Social Profiles
- ⚙️ Social Messages

Topics > Create New Topic

Build Query

Preview

(Sprinklr)AND(Social)NOT(voice)

Advanced Options

Languages

Restrict languages you want messages in

English × × ▾

Owned Accounts

Include messages from these owned accounts

 Fa\$hionStore × × ▾

Locations

Restrict countries you want messages from

+ Include ▾ United Kingdom × United States × × ▾

Click Save

Fetching

Cancel

Save

- ☰
- 🏠 Home
- 🕒 Recent ▾
- 📌 Pinned ▾
- Sprinklr**
- 📁 Accounts
- 📁 Topics Management**
- ⚙️ Sprinklr Configuratio...
- 👤 Social Profiles
- ⚙️ Social Messages

Topics > Sprinklr

Overview

✎ Edit 👁 Preview

Sprinklr

Quick Overview of the Topic Created

End Date
Oct 31, 2019

Query
(Sprinklr)AND(Social)NOT(Voice)

Accounts
🐦 Fa\$hionStore

Languages
English

Countries Included
United Kingdom | United States



Automatic Case Creation using Sprinklr Intuition (AI)

Customer is @mentioning your brand on Twitter

Home

Explore

Notifications

Messages

Bookmarks

Lists

Profile

More

Tweet

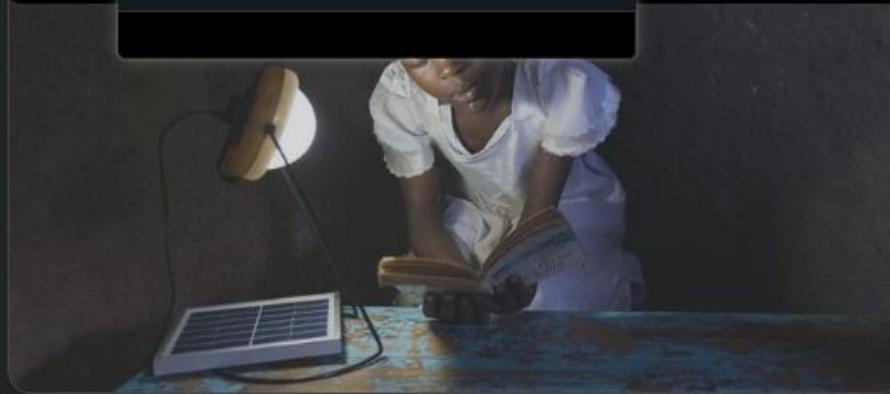


@hionstore



Fa\$hionStore
@hionstore

Tweet



168 346 2.1K



Morgan Stanley @MorganStanley

"What is that next Neil Armstrong moment? That one small step for man moment? There could be multiple ones." Global Head of Auto and Shared Mobility, Adam Jonas explains the new space economy in a #MorganStanleyMinute.

Search Twitter

Trends for you

Trending in USA

MenShirtGuy

Tweets

SamsungEvent

to level up. Tune into Galaxy Unpacked today from EST.

promoted by Samsung Mobile US

Trending in USA

AppleHeartDay

Trending with: Dayton

Trending in USA

#WednesdayWisdom

70.7K Tweets

Trending in USA

Tucker Carlson

Trending with: #FireTuckerCarlson, #BoycottTuckerCarlson

US news

Tucker Carlson says concerns about white supremacy are a ...



Show more

- Home
 - Explore
 - Notifications
 - Messages
 - Bookmarks
 - Lists
 - Profile
 - More
- Tweet

Home

   @hionstore I need to process a return, can you help me?

      **Tweet**



168 346 2.1K

Morgan Stanley @MorganStanley
 "What is that next Neil Armstrong moment? That one small step for man moment? There could be multiple ones." Global Head of Auto and Shared Mobility, Adam Jonas explains the new space economy in a #MorganStanleyMinute.

Search Twitter

Trends for you

Trending in USA
enShirtGuy
 Tweets

Trending in USA
amsungEvent
 to level up. Tune into Galaxy Unpacked today
 m EST.
 promoted by Samsung Mobile US

Trending in USA
AppleHeartDay
 Trending with: Dayton

Trending in USA
#WednesdayWisdom
 70.7K Tweets

Trending in USA
Tucker Carlson
 Trending with: #FireTuckerCarlson,
 #BoycottTuckerCarlson

US news
 Tucker Carlson says concerns
 about white supremacy are a ... 

Show more

- Home
- Tier 1 Dashboard
- Sales Activity Social ...
- Customer Service Re...
- All Entitlements
- Account Entitlements
- #3 Facebook still frus...
- #6 Twitter @hionstor...
- #4 Twitter @hionstor...
- Pinned
- Sprinklr
- Accounts
- Topics Management
- Sprinklr Configuratio...

Case gets auto-created in MS Dynamics. Click on Case to view details

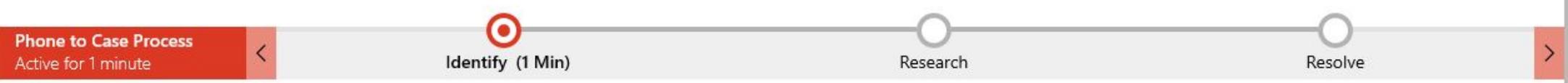
Search for records

Priority	Ori...	Customer	Owner	Status
#942 Twitter @hionstore I need to	CAS-01014-D7V5...	Normal	Jay-Ready	application user Active
test case3	CAS-01013-N1T3...	Normal	Kartik	application user Active
test case2	CAS-01012-S5G6...	Normal	Kartik	application user Active
test case2	CAS-01011-Z6J1P0	Normal	Kartik	application user Active
test case2	CAS-01010-Z6V2...	Normal	Kartik	application user Active
test case1	CAS-01007-Q1G8...	Normal	Phone Kartik	application user Active
#5 Twitter @hionstore Can you p	CAS-01003-J8Z4...	Normal	Jay-Ready	application user Active

All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

1 - 10 of 10 (0 selected)

Case: Case for Interactive experience #942 Twitter @hionstore I need to Priority Normal Created On 8/7/2019 11:42 PM



Summary Social Conversations Details Case Relationships SLA Related

GENERAL INFORMATION Contact Jay-Ready Case Title #942 Twitter @hionstore Case Number CAS-01014-D7V5M1

Summary tab has contact details of the social profile and case details

TIMELINE TODAY Auto-post on wall #942 Twitter @hionstore I need to - Just now Case: Created by application user for Contact Jay-Ready.

RELATED #942 Twitter @hionstore I need to Active #5 Twitter @hionstore Can you p Active ENTITLEMENTS

- Home Recent #942 Twitter @hions... All Cases test case1 Tier 1 Dashboard Sales Activity Social ... Customer Service Re... All Entitlements Account Entitlements #3 Facebook still frus... #6 Twitter @hionstor... Pinned Sprinklr Accounts Topics Management Sprinklr Configuratio...

Save & Route New Create Child Case Resolve Case Cancel Case Add to Queue Queue Item Details Assign

Case: Case for Interactive experience #942 Twitter @hionstore I need to Priority Normal Created On 8/7/2019 11:42 PM

Phone to Case Process Active for 1 minute

Social Conversations Tab has the conversation view of the message

Summary Social Conversations



Jay-Ready



@hionstore I need to process a return, can you help me?

@JayReady7 • Mention • 3mins

- Home
- Recent
- #942 Twitter @hions...
- All Cases
- test case1
- Tier 1 Dashboard
- Sales Activity Social ...
- Customer Service Re...
- All Entitlements
- Account Entitlements
- #3 Facebook still frus...
- #6 Twitter @hionstor...
- Pinned
- Sprinklr
- Accounts
- Topics Management
- Sprinklr Configuratio...

Active

Save

Dynamics 365 | Sprinklr | #942 Twitter @hionstore I need to

Save & Route | New | Create Child Case | Resolve Case | Cancel Case | Add to Queue | Queue Item Details | Assign | Do Not Decrement En...

Case: Case for Interactive experience | Priority: Normal | Created On: 8/7/2019 11:42 PM

#942 Twitter @hionstore I need to

Phone to Case Process (Active for 5 minutes) | Identify (5 Min) | Research | Resolve

Summary | **Social Conversations** | Details | Case Relationships | SLA | Related

@hionstore I need to process a return, can you help me?
@JayReady7 • Mention • 6mins

Write a reply

Active | Save

You can respond to your fan on Social directly from the Social Conversations Tab

Save & Route New Create Child Case Resolve Case Cancel Case Add to Queue Queue Item Details Assign Do Not Decrement En...

Case: Case for Interactive experience #942 Twitter @hionstore I need to Priority Normal Created On 8/7/2019 11:42 PM



Summary Social Conversations Details Case Relationships SLA Related

@hionstore I need to process a return, can you help me? @JayReady7 • Mention • 7mins

Reply form for Fa\$hionStore with text input, icons for attachments, and a checkbox for 'Enable Private Messaging'.

You can add text, insert emojis, media, links etc when you respond

Cancel Send

Active

Save

Save & Route New Create Child Case Resolve Case Cancel Case Add to Queue Queue Item Details Assign Do Not Decrement En...

Case: Case for Interactive experience #942 Twitter @hionstore I need to Priority Normal Created On 8/7/2019 11:42 PM



Summary Social Conversations Details Case Relationships SLA Related

1 Message Selected Macro Assign Archive

@hionstore I need to process a return, can you help me? @JayReady7 • Mention • 9mins

Brand (Agent) typing in the response to the customer

Fa\$hionStore Reply Replying to @JayReady7 Absolutely! Please let me know if you purchased in store, or online? Also include your order number (or receipt ID). If you like, DM us and we can wrap this up asap.

Save & Route New Create Child Case Resolve Case Cancel Case Add to Queue Queue Item Details Assign Do Not Decrement En...

Case: Case for Interactive experience
#942 Twitter @hionstore I need to
Priority Normal
Created On 8/7/2019 11:42 PM



Summary Social Conversations Details Case Relationships SLA Related

✓ @hionstore I need to process a return, can you help me?
@JayReady7 • Mention • 12mins

Absolutely! Please let me know if you purchased in store, or online? Also include your order number (or receipt ID). If you like, DM us and we can wrap this up asap. 😊

• Reply • Arpit Jain • just now
i Message scheduled by Arpit Jain • Today at 11:24 AM

Your responses align to the right side of the Social Conversations Tab

- Home
 - Explore
 - Notifications
 - Messages
 - Bookmarks
 - Lists
 - Profile
 - More
- Tweet

Tweet

Jay-Ready @JayReady7

@hionstore I need to process a return, can you help me?

11:12 AM · Aug 7, 2019 · Twitter Web App

View Tweet activity

1 Like

Reply Retweet Like Share

Fa\$hionStore @hionstore · 53s
Replying to @JayReady7

Absolutely! Please let me know if you purchased in store, or online? Also include your order number (or receipt ID). If you like, DM us and we can wrap this up asap. 😊

Reply Retweet Like Share

Search Twitter

Relevant people

Jay-Ready @JayReady7

Fa\$hionStore @hionstore **Follow**
The world's best online fashion store

Trends for you

Trending in USA

#GreenShirtGuy
15.4K Tweets

#SamsungEvent
Time to level up. Tune into Galaxy Unpacked today at 4pm EST.
Promoted by Samsung Mobile US

The same is reflected on the native Tweet

Trending in USA

Tucker Carlson
Trending with: #FireTuckerCarlson, #BoycottTuckerCarlson

US news

- Home
 - Explore
 - Notifications
 - Messages
 - Bookmarks
 - Lists
 - Profile
 - More
- Tweet

Tweet

Fa\$hionStore @hionstore · 1m
Absolutely! Please let me know if you purchased in store, or online? Also include your order number (or receipt ID). If you like, DM us and we can wrap this up asap. 😊

Replying to @hionstore

Jay-Ready @JayReady7
I'll DM you now. Thank you for the FAST service!

1 Like

Image GIF Video Smile

Reply

Search Twitter

Relevant people

Jay-Ready @JayReady7

Fa\$hionStore @hionstore **Follow**
The world's best online fashion store

Trends for you

Trending in USA
enShirtGuy
Tweets

SamsungEvent
to level up. Tune into Galaxy Unpacked today
m EST.

Promoted by Samsung Mobile US

Customer responds on the native

Trending in USA
Tucker Carlson
Trending with: #FireTuckerCarlson,
#BoycottTuckerCarlson

US news

Save & Route New Create Child Case Resolve Case Cancel Case Add to Queue Queue Item Details Assign Do Not Decrement En...



Summary Social Conversations Details Case Relationships SLA Related

- Sprinklr
- Accounts
- Topics Management
- Sprinklr Configuratio...

Jay-Ready

@JayReady7 • Mention • 24mins

@JayReady7 Absolutely! Please let me know if you purchased in store, or online? Also include your order number (or receipt ID). If you like, DM us and we can wrap this up asap. 🙌

@hionstore • Reply • Arpit Jain • 12mins

VIEW PARENT POST >

@hionstore I'll DM you now. Thank you for the FAST service!

@JayReady7 • Reply • 10mins

Customer response is automatically captured and associated to the same case in Dynamics



Home



Explore



Notifications



Messages



Bookmarks



Lists



Profile



More

Tweet

Messages



Fa\$hionStore

@hionstore



Fa\$hionStore @hionstore

Hi! I'm following up on my request for a return. I did buy it online, and my confirmation # is FS252p75. Will you please provide me with an RMA so I can return it? It was the wrong size.

11:35 AM ✓



Start a new message



Customer sends a direct message on Twitter in reply to the Tweet

Save & Route New Create Child Case Resolve Case Cancel Case Add to Queue Queue Item Details Assign Do Not Decrement En...



Summary Social Conversations Details Case Relationships SLA Related

Jay-Ready

wrap this up asap. 😊
@hionstore • Reply • Arpit Jain • 12mins

VIEW PARENT POST >

@hionstore I'll DM you now. Thank you for the FAST service!

@JayReady7 • Reply • 10mins

Hi! I'm following up on my request for a return. I did buy it online, and my confirmation # is FS252p75. Will you please provide me with an RMA so I can return it? It was the wrong size.
@JayReady7 • Direct Message • 1mins

Customer's DM is automatically captured and associated to the same case in Dynamics

Write a reply

Save & Route New Create Child Case Resolve Case Cancel Case Add to Queue Queue Item Details Assign Do Not Decrement En...

#942 Twitter @hionstore I need to

Phone to Case Process Active for 23 minutes Identify (23 Min) Research Resolve

Summary Social Conversations Details Case Relationships SLA Related

Jay-Ready

@JayReady7 Absolutely! Please let me know if you purchased in store, or online? Also include your order number (or receipt ID). If you like, DM us and we can wrap this up asap. 🤔

@hionstore • Reply • Arpit Jain • 14mins

VIEW PARENT POST >

Fa\$hionStore Direct Message

No problem at all. I see you purchased the jeans just last week. We're sorry they d

Here is your RMA # - FS548RMA645

9806

Brand (Agent) typing a response to the Customer's DM

Save & Route New Create Child Case Resolve Case Cancel Case Add to Queue Queue Item Details Assign Do Not Decrement En...



Summary Social Conversations Details Case Relationships SLA Related

Jay-Ready

@JayReady7 • Reply • 13mins

Hi! I'm following up on my request for a return. I did buy it online, and my confirmation # is FS252p75. Will you please provide me with an RMA so I can return it? It was the wrong size.

@JayReady7 • Direct Message • 4mins

Brand's response sent to the customer as a DM

No problem at all. I see you purchased the jeans just last week. We're sorry they didn't work out. Be sure you try our newest collection just launched today.
Here is your RMA # - FS548RMA645
@hionstore • Direct Message • Arpit Jain • just now

Write a reply

Active

Save

Save & Route New Create Child Case Resolve Case Cancel Case Add to Queue Queue Item Details Assign Do Not Decrement En...



Summary Social Conversations Details Case Relationships SLA Related

Jay-Ready

@hionstore I'll DM you now. Thank you for the FAST service!

@JayReady7 • Reply • 13mins

Hi! I'm following up on my request for a return. I did buy it online, and my confirmation # is FS252p75. Will you please provide me with an RMA so I can return it? It

A follow-up is being sent by Brand (Agent) to make sure everything is fine

Fa\$hionStore Direct Message

Is there anything else we can assist with today? It's been my pleasure to assist you. 🙏 - Arpit

Save & Route New Create Child Case Resolve Case Cancel Case Add to Queue Queue Item Details Assign Do Not Decrement En...



Summary Social Conversations Details Case Relationships SLA Related

- Home
- Recent
- Pinned
- Sprinklr
- Accounts
- Topics Management
- Sprinklr Configuratio...

Jay-Ready
was the wrong size.
@JayReady7 • Direct Message • 5mins

Brand's response sent to the customer as a DM

No problem at all. I see you purchased the jeans just last week. We're sorry they didn't work out. Be sure you try our newest collection just launched today.

Here is your RMA # - FS548RMA645

@hionstore • Direct Message • Arpit Jain • 1mins

Is there anything else we can assist with today? It's been my pleasure to assist you. 😊 - Arpit

• Direct Message • Arpit Jain • just now
i Message scheduled by Arpit Jain • Today at 11:40 AM

Write a reply

Active

Save

- Home
- Explore
- Notifications
- Messages**
- Bookmarks
- Lists
- Profile
- More

Messages

Fa\$hionStore @hionstore 26s
Is there anything else we can assist with t...

Fa\$hionStore
@hionstore

Hi! I'm following up on my request for a return. I did buy it online, and my confirmation # is FS252p75. Will you please provide me with an RMA so I can return it? It was the wrong size.

11:35 AM ✓

No problem at all. I see you purchased the jeans just last week. We're sorry they didn't work out. Be sure you try our newest collection just launched today.

Here is your RMA # - FS548RMA645

11:38 AM

Is there anything else we can assist with today? It's been my pleasure to assist you. 😊 - Arpit

11:40 AM

Start a new message

The same is reflected on the native as well instantly

- Home
- Explore
- Notifications
- Messages**
- Bookmarks
- Lists
- Profile
- More

Messages

Fa\$hionStore
@hionstore

Fa\$hionStore @hionstore 26s
Is there anything else we can assist with t...

Hi! I'm following up on my request for a return. I did buy it online, and my confirmation # is FS252p75. Will you please provide me with an RMA so I can return it? It was the wrong size.

11:35 AM ✓

No problem at all. I see you purchased the jeans just last week. We're sorry they didn't work out. Be sure you try our newest collection just launched today.

Here is your RMA # - FS548RMA645

11:38 AM

Is there anything else we can assist with today? It's been my pleasure to assist you. 😊 - Arpit

11:40 AM

No, this has been awesome. Thank you very much. 😊

11:42 AM ✓

Customer responds back with a confirmation

Save & Route + New Create Child Case Resolve Case Cancel Case Add to Queue Queue Item Details Assign Do Not Decrement En...

#942 Twitter @hionstore I need to

Phone to Case Process Active for 30 minutes Identify (30 Min) Research Resolve

Summary Social Conversations Details Case Relationships SLA Related

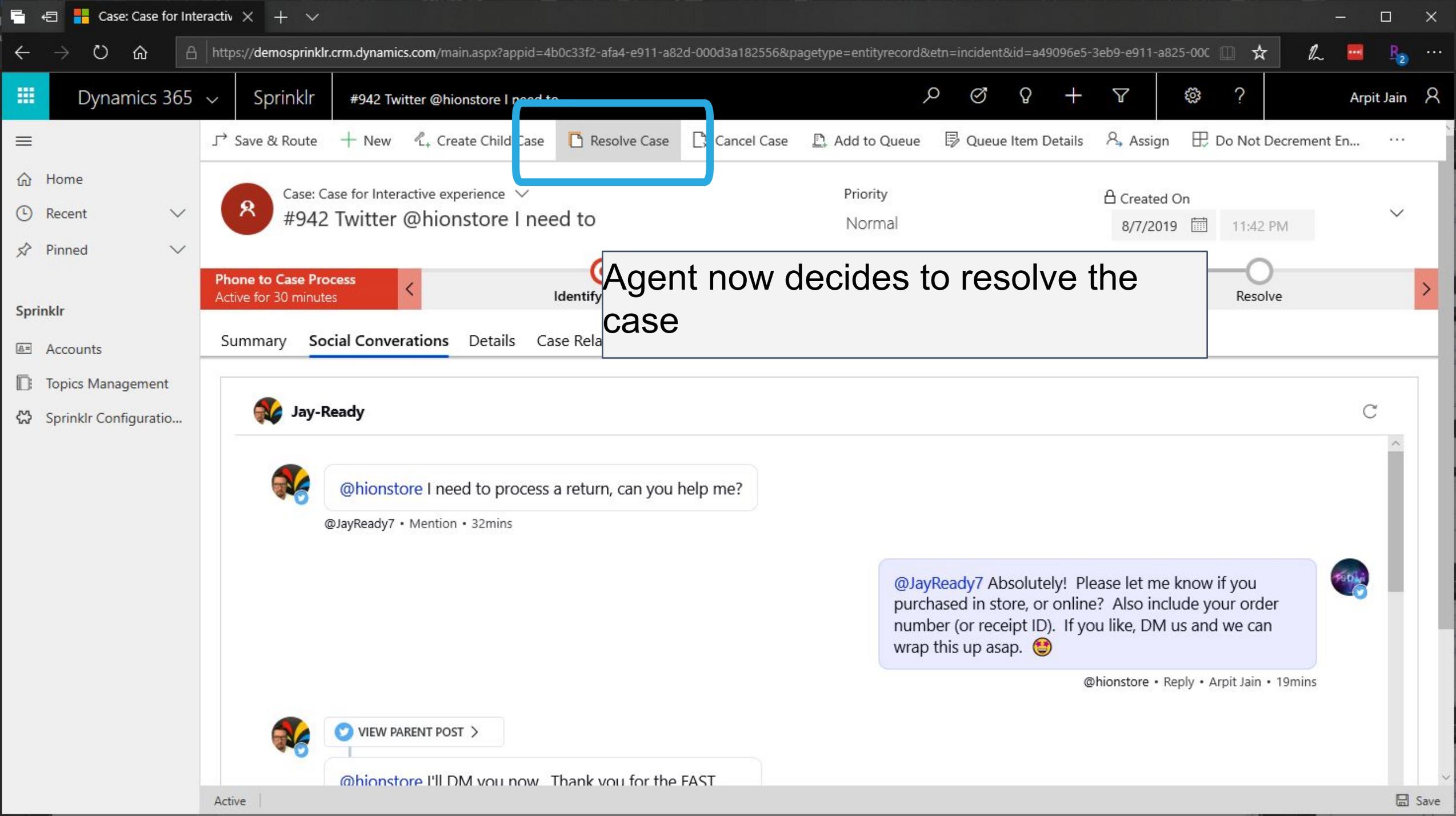
Here is your RMA # - FS548RMA645
@hionstore • Direct Message • Arpit Jain • 4mins

Is there anything else we can assist with today? It's been my pleasure to assist you. 🙏 - Arpit
@hionstore • Direct Message • Arpit Jain • 2mins

No, this has been awesome. Thank you very much. 😊
@JayReady7 • Direct Message • just now

Write a reply

The same gets associated to the case



Save & Route New Create Child Case **Resolve Case** Cancel Case Add to Queue Queue Item Details Assign Do Not Decrement En...

Case: Case for Interactive experience Priority Created On
#942 Twitter @hionstore I need to Normal 8/7/2019 11:42 PM

Phone to Case Process Active for 30 minutes Identify Resolve

Agent now decides to resolve the case

Summary Social Conversations Details Case Relat

Jay-Ready

@hionstore I need to process a return, can you help me?
@JayReady7 • Mention • 32mins

@JayReady7 Absolutely! Please let me know if you purchased in store, or online? Also include your order number (or receipt ID). If you like, DM us and we can wrap this up asap. 😊

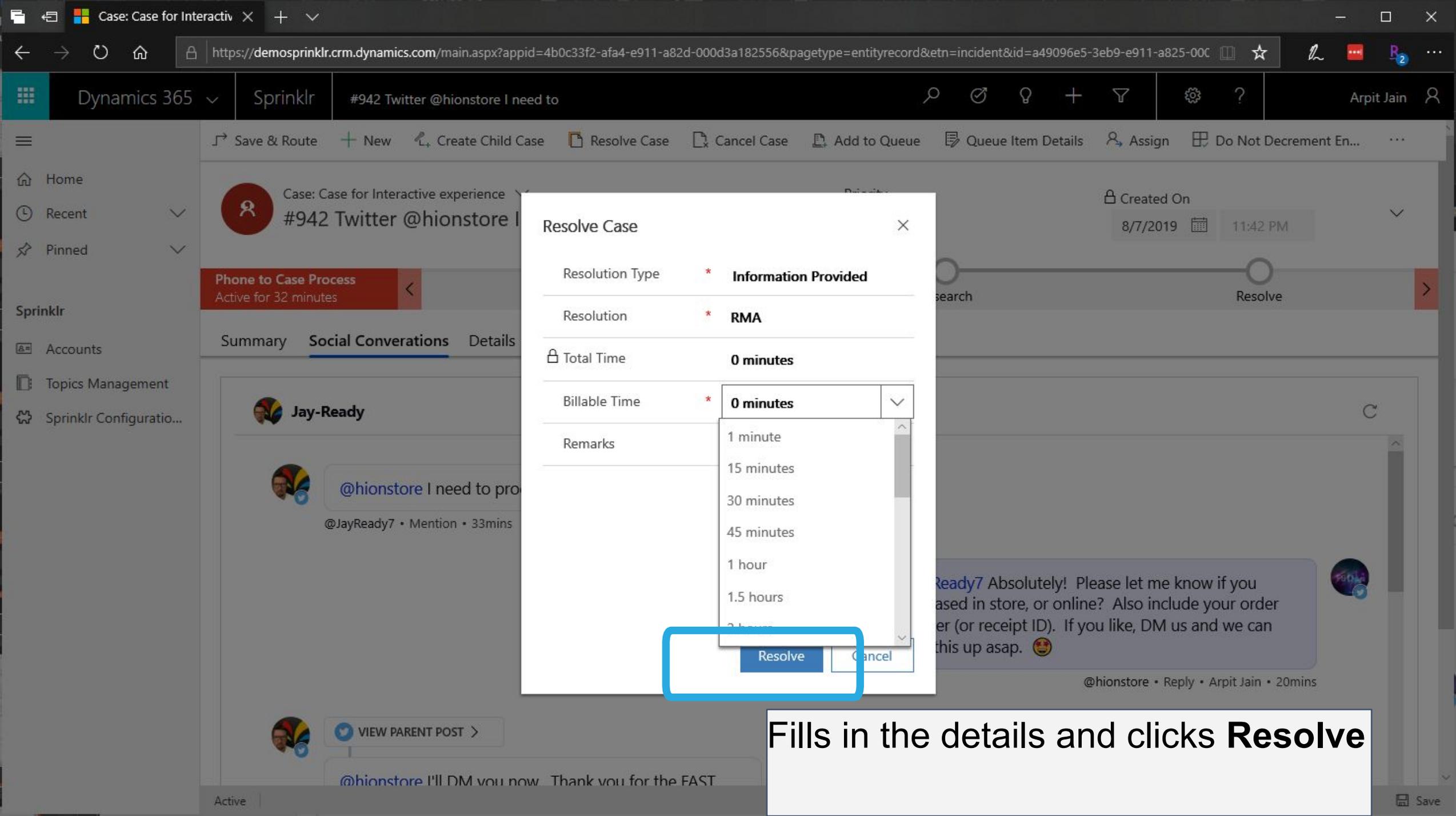
@hionstore • Reply • Arpit Jain • 19mins

VIEW PARENT POST >

@hionstore I'll DM you now. Thank you for the FAST

Active

Save



Resolve Case

Resolution Type * **Information Provided**

Resolution * **RMA**

Total Time **0 minutes**

Billable Time * **0 minutes**

Remarks

- 1 minute
- 15 minutes
- 30 minutes
- 45 minutes
- 1 hour
- 1.5 hours
- 2 hours

Resolve Cancel

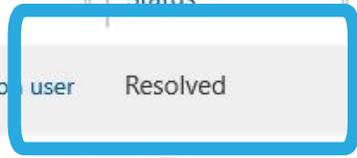
Fills in the details and clicks **Resolve**

All Cases

Search for records

Case Title	Case Numb...	Priority	Ori...	Customer	Owner	Status	C
#942 Twitter @hionstore I need to	CAS-01011-Z6J1P0	Normal	---	Kartik	application user	Resolved	8/
test case3	CAS-01010-Z6V2...	Normal	---	Kartik	application user	Active	8/
test case2	CAS-01010-Z6V2...	Normal	---	Kartik	application user	Active	8/
test case2	CAS-01011-Z6J1P0	Normal	---	Kartik	application user	Active	8/
test case2	CAS-01010-Z6V2...	Normal	---	Kartik	application user	Active	8/
test case1	CAS-01007-Q1G8...	Normal	Phone	Kartik	application user	Active	8/
#5 Twitter @hionstore Can you p	CAS-01003-J8Z4...	Normal	---	Jay-Ready	application user	Active	7/
#6 Twitter @hionstor...	CAS-01003-B3E955	Normal	---	Jay-Ready	application user	Active	7/

The same gets updated on the case as well in Dynamics



- Home
- Recent
- All Cases
- Account Entitlements
- All Entitlements
- #942 Twitter @hions...
- test case1
- Tier 1 Dashboard
- Sales Activity Social ...
- Customer Service Re...
- #3 Facebook still frus...
- #6 Twitter @hionstor...
- Pinned
- Sprinklr
- Accounts
- Topics Management
- Sprinklr Configuratio...

All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z



Check out the Social Profiles
created in Dynamics

- My apps
- Home
- Dynamics 365 — custom
- CRM Hub
- Solution Health Hub
- Sprinklr**

... a legacy app and might have features or customizations that aren't supported in Unified Interface. For best results, create a model-driven app for Unified Interface. [Learn More](#)

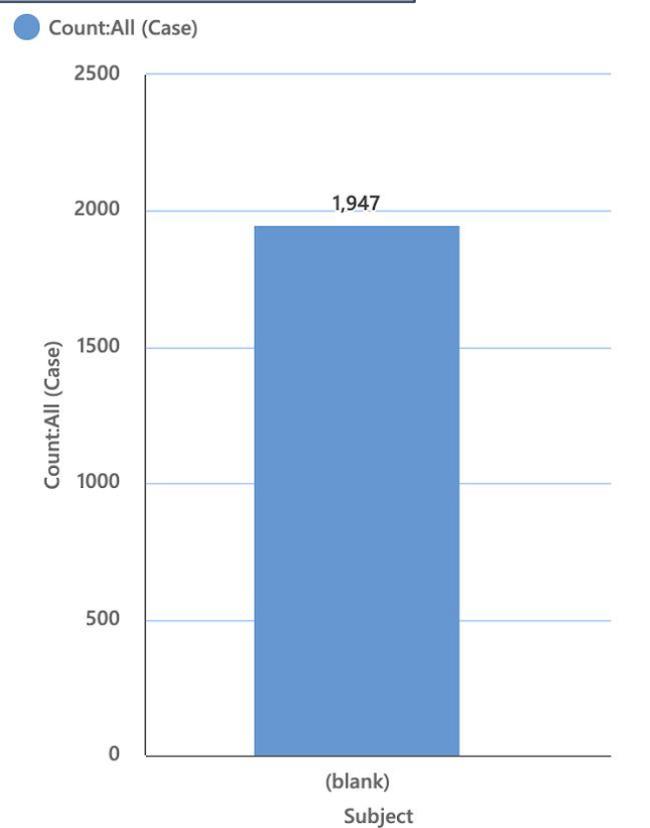
As [+ New](#) [Set As Default](#) [Refresh All](#)

Customer Service Representative S...

Select **Sprinklr** from the Quick Menu drop down

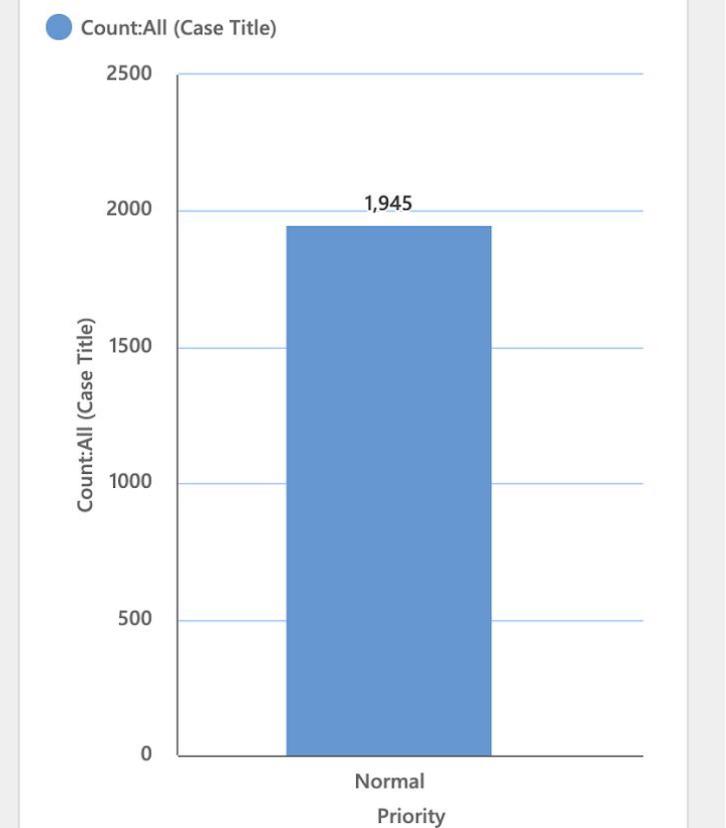
Active Cases

by SLA Status
data available.



Active Cases

Case Mix (By Priority)
data available.



- Home
- Recent
- Pinned
- Sprinklr
 - Accounts
 - Topics Management
 - Sprinklr Configuration
 - Social Profiles**
 - Social Messages

Show Chart Refresh Delete Email a Link Flow Run Report Excel Templates Export to Excel

Active Social Profiles Search for records

Social Channel	Profile Name	Customer	Blocked	Influence Score
FACEBOOK	Bryan Clagett	Bryan Clagett	No	---
FACEBOOK	FOX Baltimore	FOX Baltimore	No	---
FACEBOOK	KCTV5 News	KCTV5 News	No	---
FACEBOOK	Derek	Derek	No	---
FACEBOOK	MortgageMarketGuide	MortgageMarketGuide	No	---
FACEBOOK	Emma O'Neill	Emma O'Neill	No	---
FACEBOOK	W Bradford Wilcox	W Bradford Wilcox	No	---
FACEBOOK	Robert Frick	Robert Frick	No	---
FACEBOOK	Robert Frick	Robert Frick	No	---
FACEBOOK	Cleveland Police UK	Cleveland Police UK	No	---
FACEBOOK	Cleveland Police UK	Cleveland Police UK	No	---
FACEBOOK	Hasani Hunter	Hasani Hunter	No	---

Select Social Profiles

You should be able to view all the Social profiles created by Sprinklr in Dynamics along with the details like Social Channel, Blocked status and Sprinklr Influence Score for that profile

- Home
- Recent
- Pinned
- Sprinklr
 - Accounts
 - Topics Management
 - Sprinklr Configuratio...
 - Social Profiles
 - Social Messages

Deactivate Delete Assign Refresh Email a Link Share Flow Word Templates Run Report

Nayan Teja

Social Profile · Social Profile for Interactive experience

FACEBOOK Social Channel | --- Influence Score | application user Owner

SOCIAL PROFILE Related

GENERAL INFORMATION

Contact
Nayan Teja

SOCIAL PROFILE

Customer * [Nayan Teja](#)

Profile Name * Nayan Teja

Profile Link ---

Blocked No

RELATED SOCIAL PROFILES

Nayan Teja
Nayan Teja
FACEBOOK

Once you click on any social profile, you'll get the associated contact object in Dynamics along with social profile details



Any Questions?

Please feel free to drop an email at support@sprinklr.com



Thank You