

CRM FOR CONTACT CENTER

Unified, AI-powered Contact Center on Dynamics 365 Customer Service

At Awara IT, we empower support teams to deliver seamless, intelligent customer care across voice, chat, SMS, web, and social channels — all from a single Dynamics 365 agent desktop. Live transcription, sentiment analysis, and Smart Assist cut resolution times and boost satisfaction.

WE OFFER

- ✔ Omnichannel agent interface with live transcription and real-time sentiment scoring.
- ✔ AI-driven Smart Assist for suggested replies, case matching, and KB article recommendations.
- ✔ Multilingual translation and AI-drafted knowledge-base content.
- ✔ Predictive staffing via workload forecasts and interactive supervisor dashboards.

BEST FOR

- Mid-to-large enterprises modernizing their contact centers
- Support and operations leaders focused on efficiency and CSAT
- Global organizations requiring multilingual, AI-driven service

46% ↑

Customer
satisfaction score
(CSAT)

40% ↓

Average Handle
Time

50% ↑

Agent Productivity

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KEY BUSINESS OUTCOMES & BENEFITS



Faster Resolutions: Reduce average handle time by up to 40% with AI-assisted workflows.



Boosted Productivity: Increase agent throughput by 50% with unified tools and automation.



Lower Costs: Cut support TCO by up to 40% using out-of-the-box capabilities and AI.

Home

My work items

Today 3

Diane Plank

Queue: Shipment management

Active · Positive · 8:11 AM

Your turn

Dawn Carlson

Queue: Warranty

Active · Slightly negative · 8:11 AM

Your turn

Jim Glynn

Queue: Shipment management

Active · Neutral · 8:11 AM

Your turn

Yesterday 6

Sidney Hyga

Queue: Warranty

Active · Negative · Thu 8:11 AM

Paul Cannon

Queue: Shipment management

Active · Slightly positive · Thu 8:11 AM

Robert Lyon

Queue: Shipment management

Active · Positive · Thu 8:11 AM

Nancy Anderson

Queue: Warranty

Active · Positive · Thu 8:11 AM

Maria Campbell

7 items

Last updated 12:34 PM

Communication Panel

Diane Plank
05:44 · Positive

End

Diane Plank 9:43 AM

Hi, I need help with a return authorization.

Diane Plank 9:43 AM

My Smart Brew 3000 coffee machine arrived damaged.

9:46 AM

Can you share your order number?

Diane Plank 9:43 AM

Order #1235243543

9:46 AM

Thank you, please wait as I connect you to an agent.

Conversation with Diane Plank has started

Conversation summary Summarized 1 min ago

The customer needs help with a return authorization for their Smart Brew 3000 coffee machine which arrived damaged. The order number is #1235243543.

Copy

Translate

AI-generated content may be incorrect. Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

Customer details

Details

Serena Davis

Account : 654-ADU-753

+1-425-555-0154

Serena@outlook.com

3891 Ranchview Dr. Richardson California 62639

Timeline

Search Timeline

Enter a note...

Recent

Timeline highlights

[Sort Date Label]: 9/16/2024 11:34 AM

Email Active

From: Diane Plank

Coffee machine failure

Hello, the coffee machine you delivered is failing again...

08/23/2024 at 9:08 AM

Copilot

Get AI-powered help with solving customer issues.

Ask a question

Write an email

Clear chat

What is the return authorization process for damaged products?

To report a damaged product and initiate a return authorization, please follow these steps:

1. Go to the support portal.
2. Click on "Support" and then select "Return Authorization".
3. Fill in your name, contact information, product name, and order number.
4. In the details section, include the following information:

- How the functionality of the product is affected.
- Whether the retail package of the product is damaged.
- Whether the shipping package of the product is damaged.

Edit

Translate

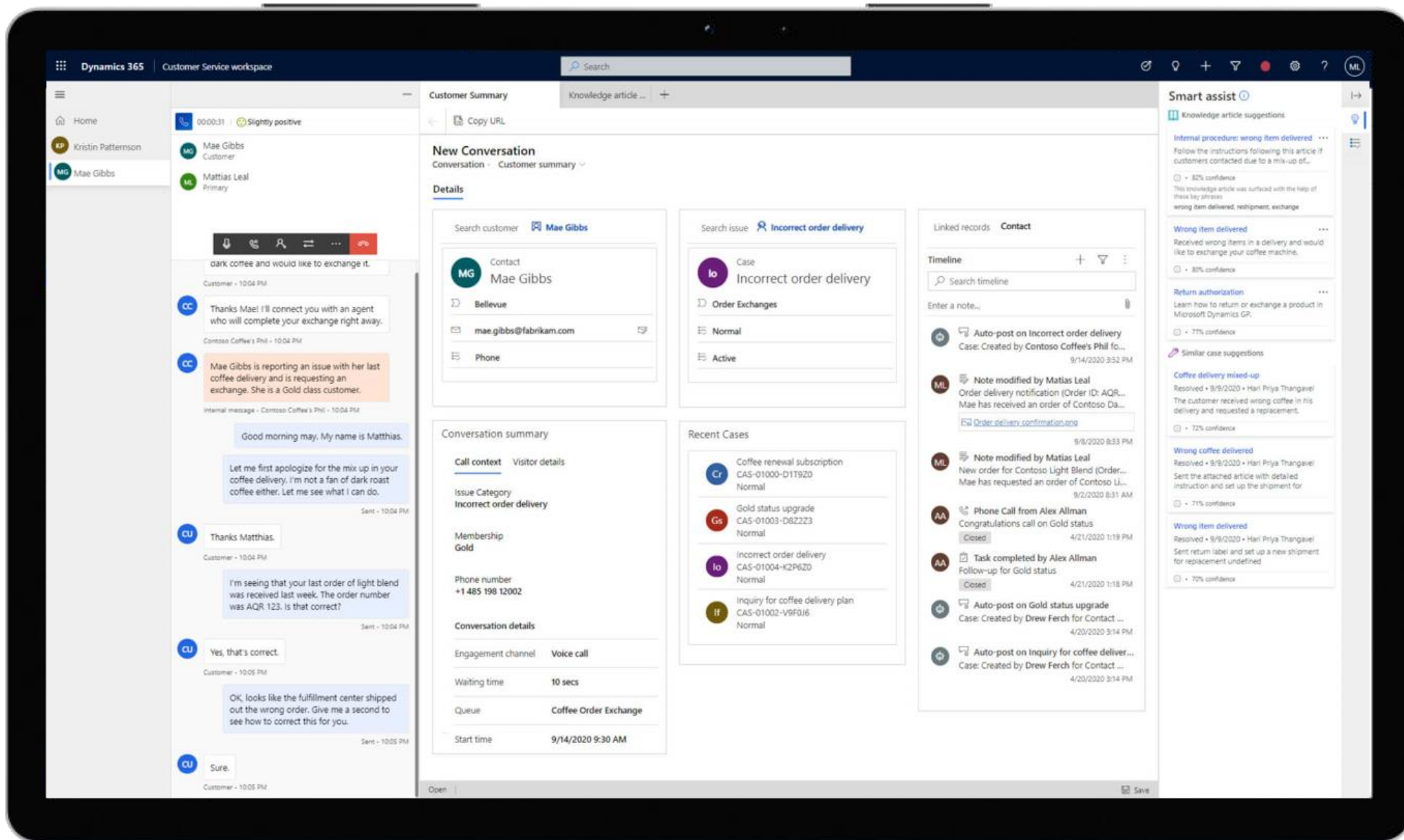
AI-generated content may be incorrect

Check sources

Describe what you need

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

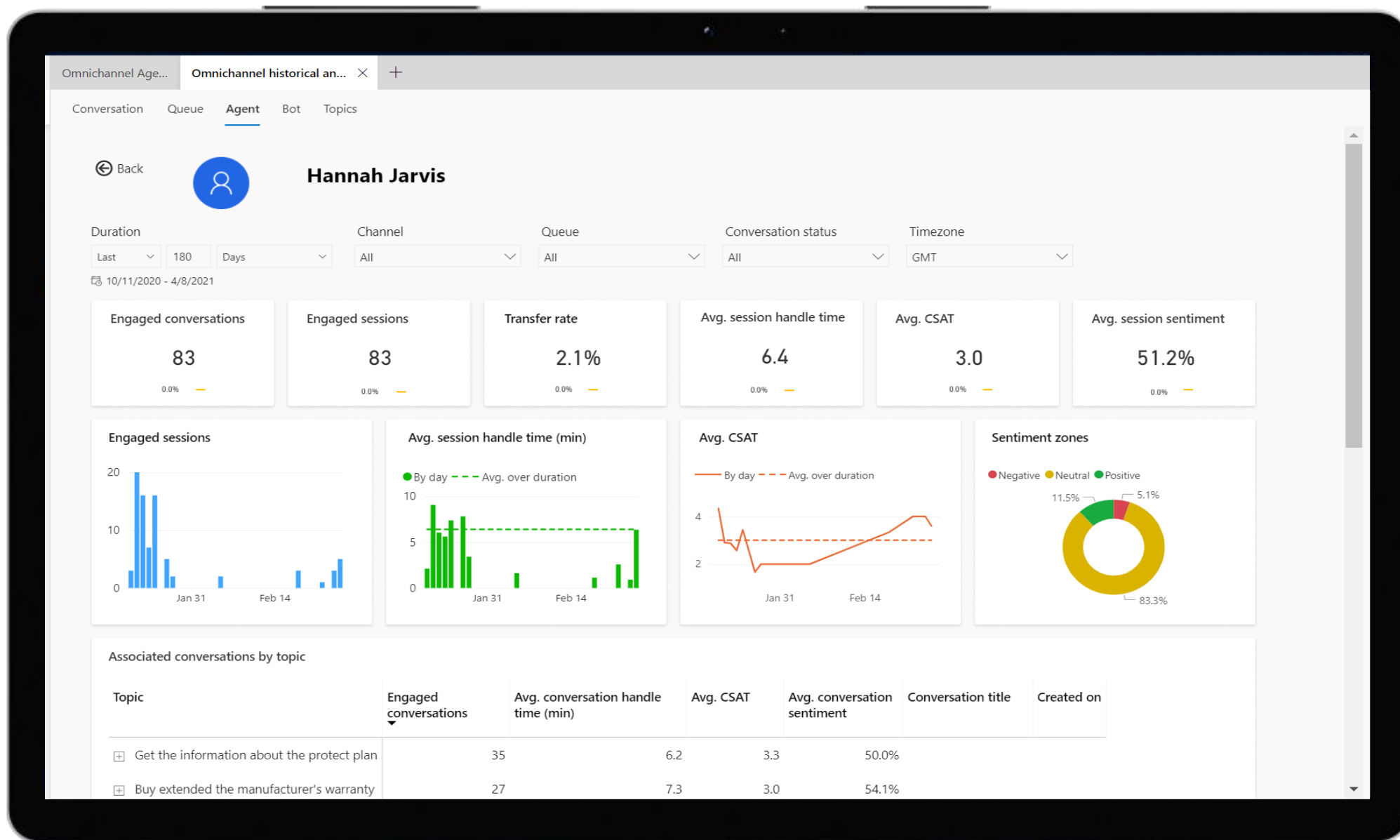
01 of 15



The screenshot displays the Dynamics 365 Customer Service workspace interface. The top navigation bar includes the Dynamics 365 logo, the workspace name "Customer Service workspace", a search bar, and various utility icons. The left sidebar shows a home button and a list of contacts, including Kristin Patterson and Mae Gibbs. The main content area is divided into several sections:

- Customer Summary:** Displays contact information for Mae Gibbs, including her email (mae.gibbs@fabrikam.com) and phone number.
- New Conversation:** A section for initiating a new conversation with the customer.
- Conversation summary:** A detailed view of the current conversation, showing the issue category (Incorrect order delivery), membership (Gold), and engagement channel (Voice call).
- Recent Cases:** A list of recent cases related to the customer's issue, including "Coffee renewal subscription", "Gold status upgrade", "Incorrect order delivery", and "Inquiry for coffee delivery plan".
- Smart assist:** A section providing knowledge article suggestions and similar case suggestions to assist the agent in resolving the issue.

The chat window on the left shows a conversation with Mae Gibbs. The chat history includes messages from the customer and the agent, with timestamps and status indicators. The chat window also features a toolbar with icons for sending messages, attaching files, and other communication tools.



ABOUT AWARA IT

We automate key business processes and implement the most innovative solutions, use world-class technologies, manage IT assets, help companies switch to cloud technologies and work in a secure information environment. We work with a wide range of software, from classic office products to large-scale international solutions. We have in-depth knowledge of local implementation specifics, helping clients to optimize their global business.

17+

years on the IT
consulting market

200+

certified experts on
our team

250+

support and
Implementation projects

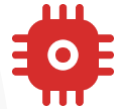
10+

industries
proficiency



Our Team

- Certified consultants, developers, architects, trainers and technical specialists
- Microsoft Most Valued Professionals (MVP)
- Microsoft Certified Trainers



Microsoft Awards

- Microsoft Solutions partner
- Member of Microsoft Inner Circle
- Microsoft Partner Awards Winner
- Microsoft Managed Partner
- Custom Solutions for Microsoft Teams



Geography

PROJECTS

- Europe
- North & South America
- CIS countries
- Australia
- Asia

OFFICES

- Spain
- USA
- Bulgaria
- Finland
- Italy
- Qazaqstan
- Cyprus