



SOLUTION FOR D365 CUSTOMER SERVICE

Dynamics 365 Speech Analytics & Call Quality Control Add-on

At Awara IT, we deliver AI powered call transcription, scoring, and QA inside Microsoft Dynamics 365. Build custom scorecards, evaluate every call automatically, and improve compliance with confidence.

WE OFFER

- ✔ **AI Call Transcription:** convert phone conversations into searchable text automatically.
- ✔ **Custom QA Scorecards:** build weighted checklists with blocking and pass or fail rules.
- ✔ **Call Evaluation Dashboard:** review scores, summaries, and compliance flags in one place.
- ✔ **Power BI Reporting:** analyze agent performance, quality trends, and compliance results.

BEST FOR

- Contact centers and sales teams using Dynamics 365
- QA managers and supervisors who need objective call scoring
- Compliance and customer service teams
- Companies that want AI powered speech analytics inside Microsoft Dynamics 365

30%

improvement in
quality process

80%

less manual QA effort
for supervisors

100%

call coverage for
quality evaluation

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KEY BUSINESS OUTCOMES & BENEFITS



Higher QA coverage: evaluate every call automatically instead of reviewing only a small sample.



More consistent scoring: reduce subjective bias with objective, repeatable AI-based evaluation.



Stronger compliance control: detect missing mandatory disclosures and other critical issues automatically.

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

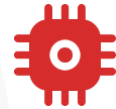
10+

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