Dynamics 365 Omnichannel Capabilities

aboutthesolution

PERSONALIZED SERVICE

Channels

Virtual Agents
Dynamics 365 Virtual Agent | Azure Bot Service

- Web
- Chat
- Email
- Facebook
- Phone Integration
- 3rd Party Channels
- Social Listening
- Twitter
- Line
- WhatsApp via Twilio
- SMS via Twilio
- WeChat
- Co-browse

Channel Integration Framework (CIF)

Sprinklr
Hootsuite

AGENT EMPOWERMENT

Agent

Agent Interface
- Web Browser
- Mobile
- Desktop

- Multi-session
- Customer 360
- Knowledge
- Scripts
- Macros Automation
- Service Management
- SLAs
- Dashboards
- Analysis & Intelligence

Supervisor

- Management Dashboards
- Queue Management Routing/Assignment
- **Operational Performance Insights**
  Customer Service Insights | Omnichannel Dashboard | Virtual Agent Analytics

TECHNOLOGY UNIFICATION

Systems, Data & Interfaces

User Management
Azure Active Directory

Additional Intelligence
Azure ML | Cognitive Services

Automation Microsoft Power Automate

Integration
- Application (Siebel, Finacle etc.)
  SDK | Power Automate
- Channels (Avaya, SMS)
  SDK | Channel Integration Framework

Data and Visualizations Omnichannel Dashboard | Power BI | Customer Service Insights