



Redway Contact Center Blueprint

The Building Blocks of Contact Center Blueprint

Customer journeys and customer satisfaction

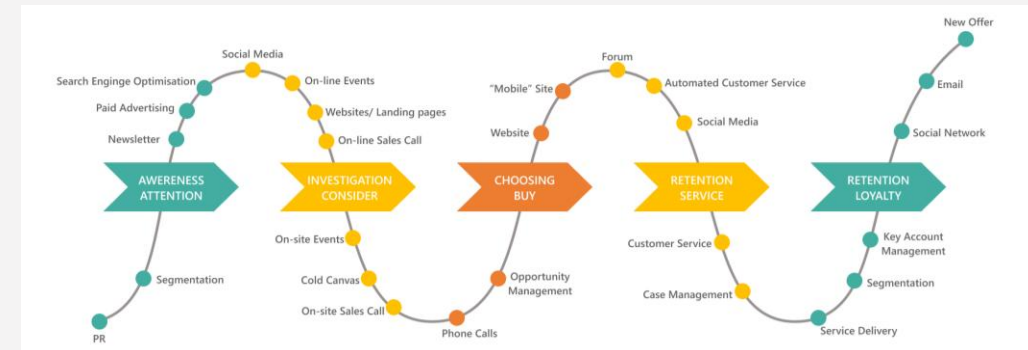
Internal business processes

Employee experiences

Applications
(Contact Center, Case Management)

Channels
(Telephony, Email, Web, Chat, Social Media)

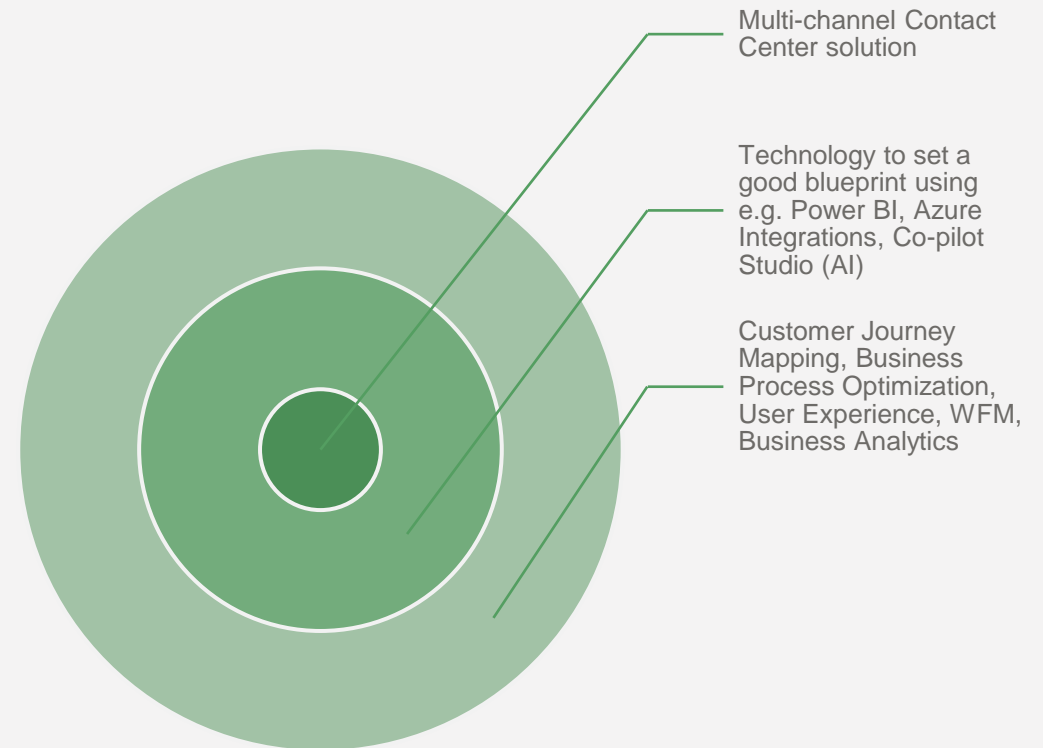
Supporting technologies
(BI, AI, Integrations, Automations)



The Blueprint solution

The blueprint mainly contains of three parts:

1. **Business improvements.** Based on the analysis, ensure that processes, people and customer experiences match the "Blueprint" you are looking for in your Contact Center solution.
2. **Contact Center solution.** As customer needs regarding core functionality for a Contact Center can vary, a Blueprint can be based on several different Contact Center solutions where we support how these are best used. When customer needs match Dynamics 365 Contact Center, we help the customer implement this.
3. **Boost the blueprint.** To ensure the possibility of business improvements, the use of supplemented technology such as Azure Integrations for integrations, Power BI for analytics and Co-Pilot Studio for AI support is often required

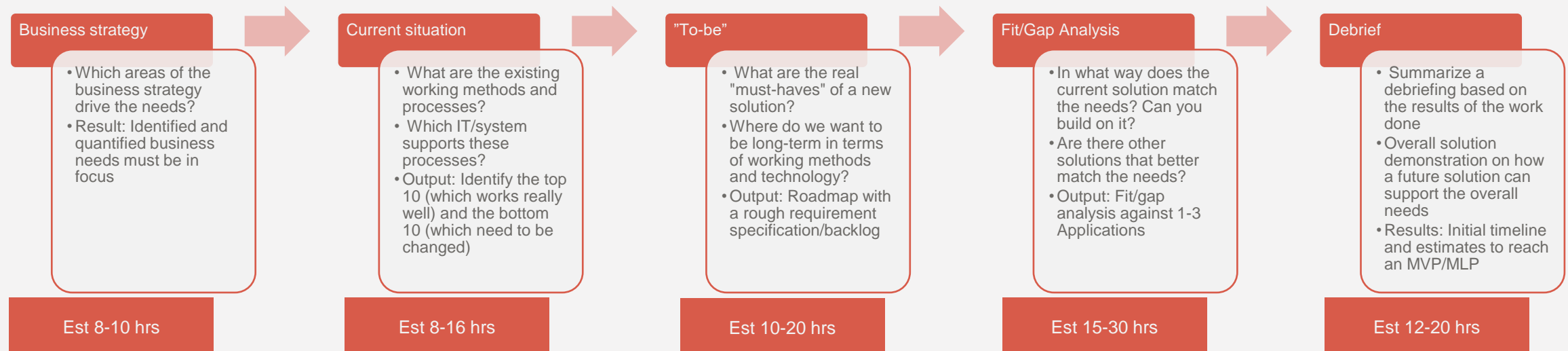


Blueprint Analyzis

This approach is aligned with Microsoft Pre-sales offerings

The first step in a Redway Contact Center Blueprint project is about getting an idea of the current situation, where you want to develop the solution in the short and long term to meet the needs of the business. The below activities may vary in scope based on the input values you have as a customer. Is there a big change you want to make? Have you already specified requirements and needs, but also the knowledge that you are responsible within the business has to realize the needs you have identified? Below involves a number of workshops and activities to support such an analysis.

[Description of how we view this initially based on dialogue with the customer]



Est cost 69 000-120 000 SEK

With a Blueprint analysis, we identify areas that provide clear business benefits as well as the activities (in a backlog with estimated efforts) in both business development and implementation of modern technology to create a Blueprint that achieves identified business benefits. We deliver this according to our project model "Absfront Flex".