

Deliver Seamless Customer Service Experience with Omni-Channel Enablement

10K for 5 Days Dynamics 365 Live Chat and Bot Services Enablement

As Digital Transformation allows for faster and more meaningful connections, customers have grown to expect a seamless customer experience through all their interactions; leveraging intelligent technologies and multiple channels. Modern enterprises are delivering this through Dynamics 365 Customer Service applications to create tailored experiences.

Adastra's Offer

Adastra will review your current environment including integrations, customizations and business processes and configure the new Dynamics 365 Live Chat and Bot services; enabling organizations to maximize their investment in the platform and leverage the new omni channel case management feature sets.

Value

Omni Channel Enablement allows organizations to connect with their customers in real-time, either through live chat or automated chatbots, providing:

- Improved First-Time Resolution
- Agent Management
- Streamlined Conversations
- Dynamics 365 Integration
- Reduced Average Handling Time

Adastra Microsoft Dynamics 365

Adastra is your partner for AI and Data-Driven Digital Transformation. Since 2000, Adastra has been helping top global organizations accelerate innovation, improve operational excellence, and create unforgettable customer experiences, all with the power of their data. With full Azure stack coverage and more than 2,200 data professionals globally, Adastra is the partner to help implement Dynamics 365.

Get Started

Contact us today to learn more about our Omni-Channel Enablement offer!

