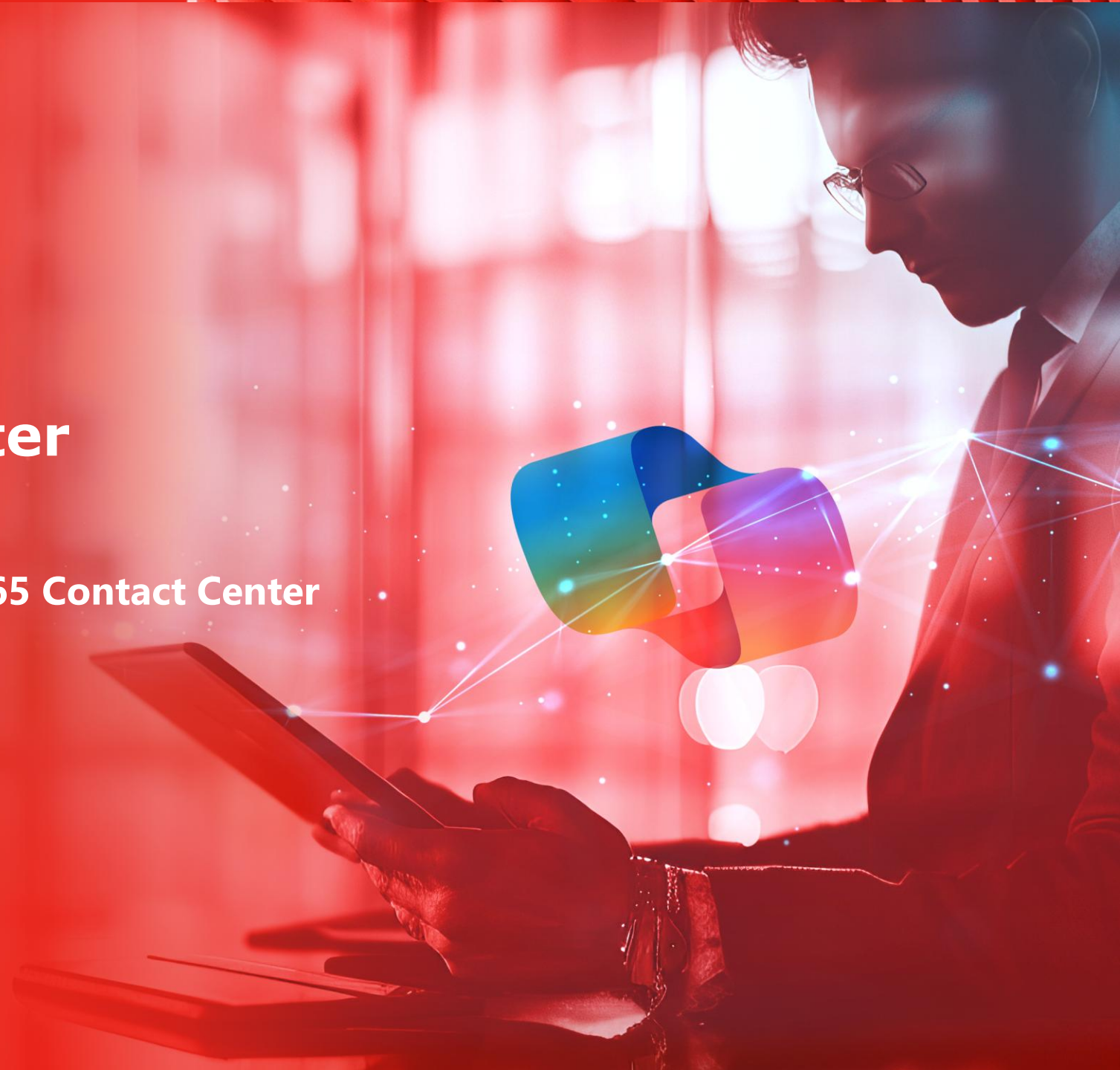




# Alfapeople Digital Contact Center

**Unlock the Power of Dynamics 365 Contact Center**

Streamline without the complexity



# AlfaPeople Overview

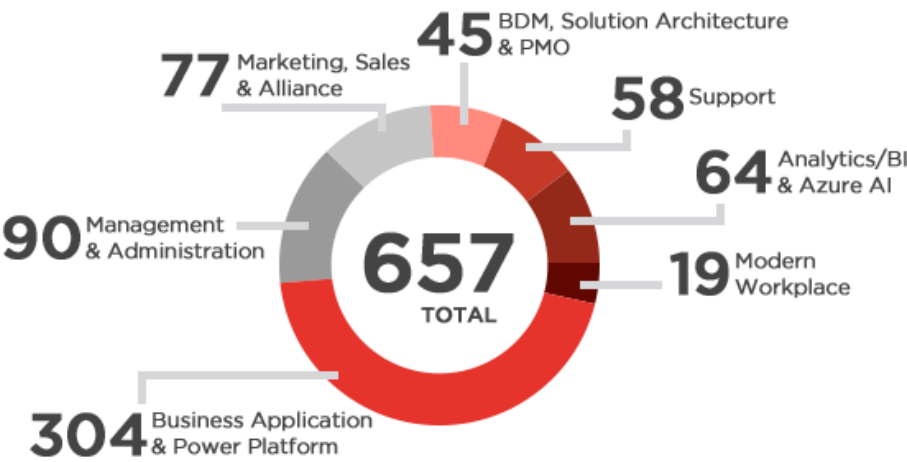


## 14 Countries

United States, Canada, Germany, Saudi Arabia, Brazil, Chile, Colombia, Costa Rica, Denmark, Equator, Guatemala, Mexico, United Arab Emirates, and Switzerland.



## Team



## Recognition

15x



INNER CIRCLE  
FOR MICROSOFT BUSINESS APPLICATIONS



**+4,000**  
Projects since 2004

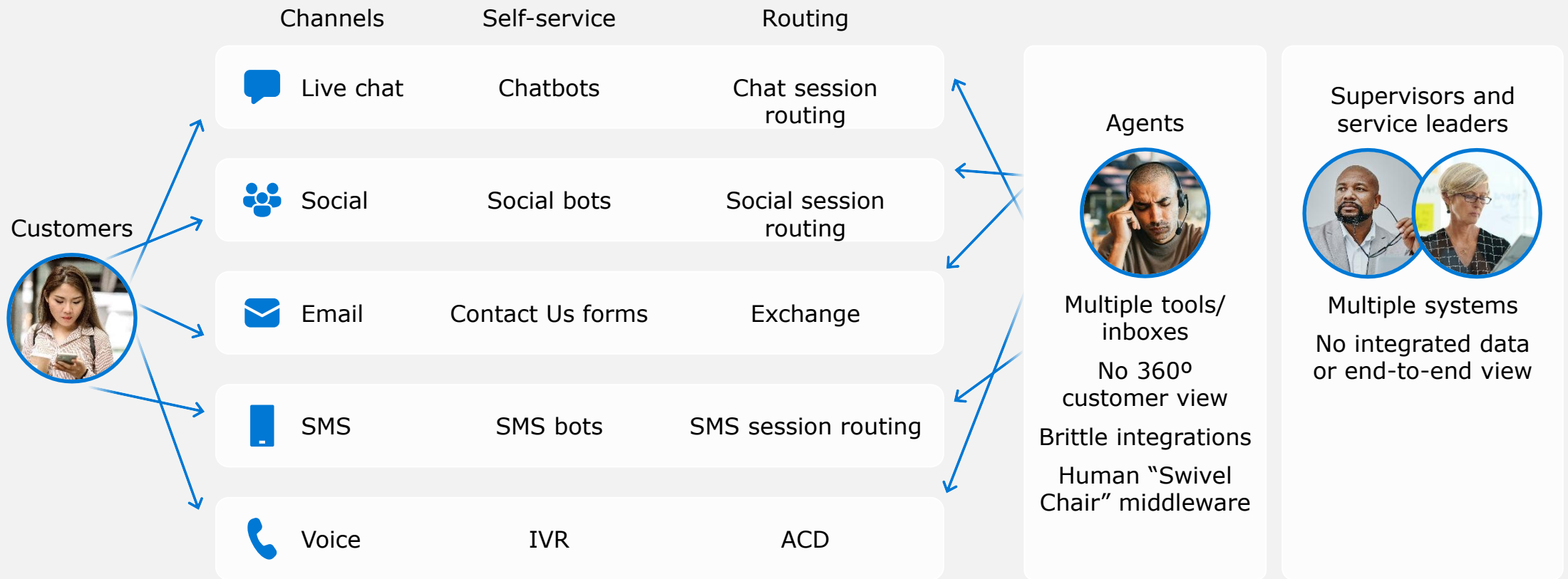


**+70,000**  
Consulting hours per month



**Contact Center &  
Customer Services**

# Typical contact center infrastructure creates friction



Siloed data | Fragmented systems

# Stakeholders Pain Points



Business  
Decision Maker

- Poor customer satisfaction
- Inefficient cost-performance ratio



Contact Center  
Supervisor

- Limited process transparency
- Complex team members preparation
- Insufficient managerial reports



Agents

- Fragmented systems
- Complicated workflows
- Inadequate data availability



Technical  
Decision Maker

- Complex technical architecture
- Numerous components
- Costly maintenance



Customer

- Poor service level
- Workflow inefficiency
- Limited visibility

# Adoption Levels and Scalability

A grey staircase graphic on the left side of the slide, with five steps corresponding to the five adoption levels. Each step is a rectangle that increases in width and height from bottom to top.

**5** High-complexity procedures automation in all channels

**4** Medium-complexity procedures automation in many channels

**3** IVR & knowledge base automation in some channels

**2** Customer record integration and intelligent routing in some channels

**1** Basic contact center capabilities in 1 channel

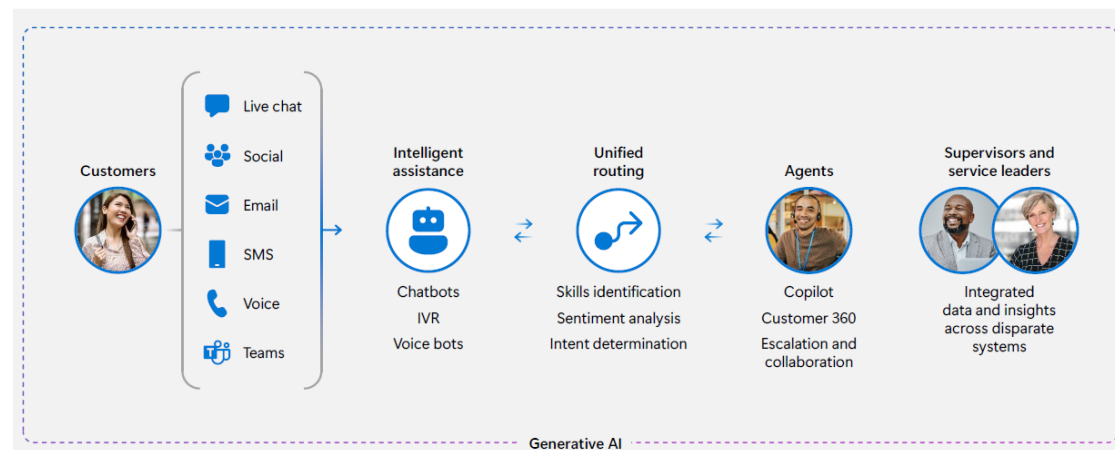
# What is Alfapeople Digital Contact Center?



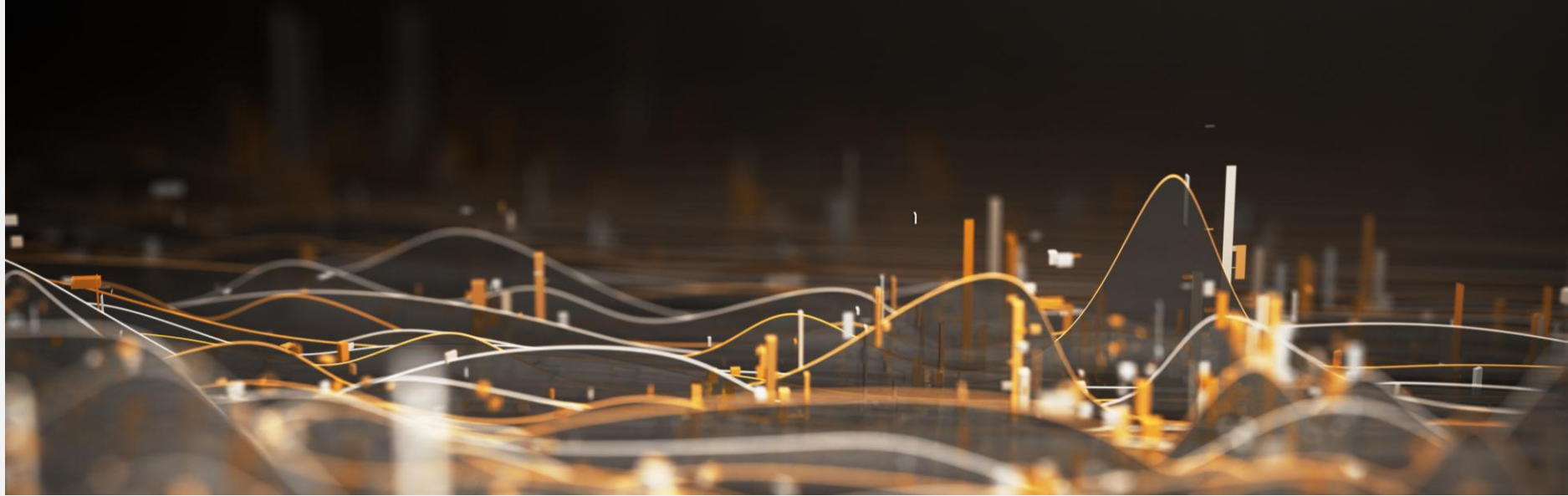
Built on Microsoft Power Platform, Azure and Dynamics 365 Contact Center, our digital contact center services can help service leaders identify so they can focus and deliver value quicker.

Whether your need to transform is driven by increased customer expectations, cost saving directives or obsolete technology Alfapeople can help.

By combining advice from experienced contact center practitioners with industry-leading artificial intelligence and configurable Microsoft technologies, Alfapeople can help deliver service transformations across contact centers of various sizes and complexities







# CASE STUDY

**A leading  
Brazilian bank  
unifies its  
contact centers.**

The bank has always prioritized efficient and close customer service. With Microsoft Dynamics 365, they have been able to integrate new tools that further enhance this experience, making our service more agile and personalized.

## Client Need

The bank was looking to improve customer service, facing high demand, a lack of standardized responses and the need for greater efficiency in resolving cases. The team needed a solution that would optimize workflow without losing the human touch.

## Solution

The bank implemented Dynamics 365 Customer Service to optimize customer service, automating tasks and categorizing cases intelligently. The solution centralized interactions and reports, as well as integrating easily with the bank's other tools.

## Impact

- Automation and categorization of cases have reduced response times, increasing customer satisfaction.
- Sharing information between agents has facilitated the resolution of complex cases, making service more efficient.
- The standardization of responses and automation improved the team's productivity, without compromising the quality of the service.

# Contact



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(11) 4810-7350



Brazil - Canada - Chile - Colombia - Costa Rica - Denmark -  
Ecuador - Germany - Guatemala - Mexico - Saudi Arabia -  
Switzerland - United Arab Emirates - United States



**THANK YOU!**

