

Alfapeople Start&Go™ D365 Customer Service

Automated Intelligent Processes



Empower your customer service by automating processes without interrupting your operation.

Developed for Microsoft Dynamics 365, the **Alfapeople Start & Go™ D365 Customer Service** leverages the power of the Microsoft platform to raise customer service levels and facilitate call tracking, SLAs (Service Level Agreement) control and communication with client, using its user permissions, advanced localization, exports, processes, panels and MS Excel reports.



With **AlfaPeople Start&Go™ D365 Customer Service** you have:

- Configuration and friendly review of your service process;
- Increase in First Call Resolution index;
- Automated routing for resolution areas;
- Control of calls SLAs;
- Better communication with the customer;
- Follow-up by managers;
- Easy Facilitation;
- Integrated with Microsoft Dynamics 365.

Customer Service Process

- Develop and deploy the Service Processes by defining the correct resolution actions and the SLAs.

Configure your Service Processes with ease.

Communications

- Easily create email templates and knowledge base articles according to your Communication Strategy.

Manage content for Internal and External Communications and grow your company's assertive posture.

Management

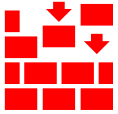
- See the Pending Dashboard by Resolution Area or create dashboards and reports from Advanced Find.

Track the status of calls, control SLAs, and create custom reports.

"Good ideas do not deliver results. It is their implementation with excellence that defines the high performance. "

-Oscar Motomura, CEO of Amana-Key

Assertiveness in Customer Service, Positive Perceptions



Process maintenance independence

- The parameterization tool allows your processes to be created or revised without the need to interrupt its operation;
- You do not need to be a Dynamics 365 expert to review existing processes.



Customer Service Assertiveness

- After the classification of the **call-to-action**, the agent quickly identifies actions and knowledge base articles that help solve the **call-to-action** during the first contact;
- Automatic scheduling for other areas of resolution and SLA solution and control forecast;
- Efficiently check the history of customer interactions or call tracking, making follow-ups easier.

The **AlfaPeople Start&Go™ D365 Customer Service** offers:

Automation and Workflows

- Workflows for Dynamics 365's own automation in its Service Processes.

Intelligent Process

- Visualize the actions needed to meet the needs of your customers.

Interaction History

- Know your clients' behavior

Microsoft Platform

- Keep all systemic interface, access control, stock automation, storage and hosting on the Microsoft platform.

Benefits and Results

- Efficiency in implementation and management of Customer Service changes, requiring less interference with the Operation;
- Automated Operational Procedures facilitating agents' learning curve;
- Pre-established processes and support from CRM solution specialists to reduce effort, investment, and risks associated with project;
- Speed and efficiency in delivering solution with a well defined project scope and a low investment.