



Invent Your Ideal Contact Center

DaVinci for Microsoft Dynamics



Purpose built for business leaders responsible for customer experience and the technical experts who support and enhance it.

Advanced Integration Capabilities + A Comprehensive Orchestration Platform

With DaVinci, organizations get all the benefits of an integrated contact center, but aren't limited to out-of-the-box features or waiting on a vendor roadmap to solve challenges unique to their customer service goals. DaVinci's Interaction Orchestration Platform lets users take advantage of our open API to use the customer data integration to trigger actions that provide more proactive customer service. Even if your current goals are solved with integration, DaVinci expands as your digital transformation goals evolve.

Microsoft Partner



Powerful Embedded Integration

Save 30 seconds per interaction with advanced contact center integration tools*

Screen Pop

Automatically pops a customer's account information upon receiving a phone call or activity

CRM Embedded Toolbar with Call Controls

Highly configurable controls which are presented based on the status of the interaction the agent is associated with (hold, transfer, conference, etc.)

Customizable Call Notes

Ability for agent to easily select customized options for call notes for higher efficiency and reporting capabilities

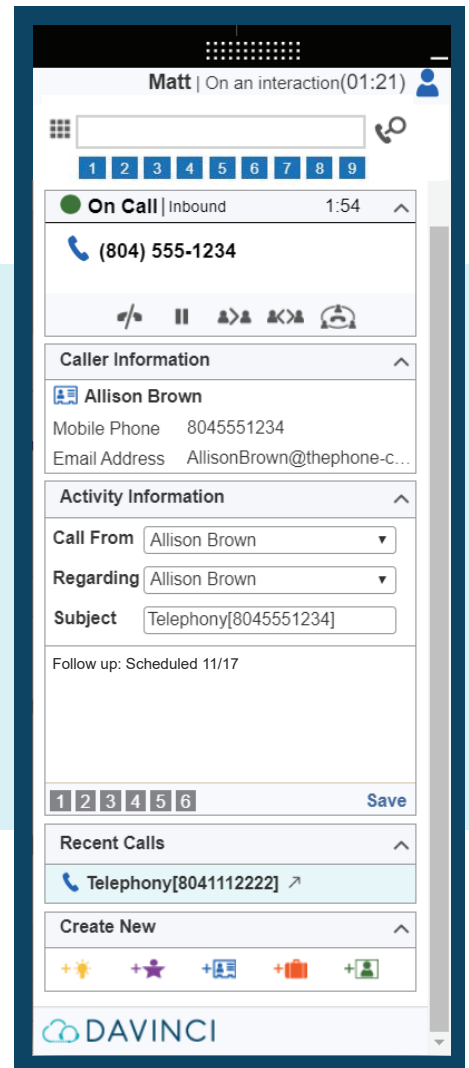
Customizable Wrap-Up/ Read Codes

Map to existing interaction wrap-up codes to toggle readiness status for next customer interaction with easy access to controls

Click-to-Dial

Turn numbers in your CRM into clickable notes

*Based on averages from real DaVinci customer data



Agent Toolbar ▶

Embedded within Microsoft Dynamics



DaVinci is an interaction orchestration platform enabling the building and deployment of agent and customer experiences. DaVinci is made up of two primary layers:

Experience Orchestration: DaVinci's event-driven architecture and enterprise application framework along with the largest collection of pre-built apps for leading CRM and contact center solutions gives CX leaders and solution architects complete control of the user experience.

Deployment Orchestration: Through infrastructure services like identity and access management, and data management with day 1 data protection DaVinci simplifies and accelerates deployments of interaction management solutions.



Why Orchestrate? Take control of your whole customer experience ecosystem on one orchestration platform



Gain more control of the agent experience

Easily create apps and UI changes with little to no code that decreases processes and applications agents need to complete daily tasks



Use interactions to drive efficient business processes

DaVinci customers utilize this to create efficient solutions for credit card processing, ticketing systems, verification, and other custom made applications



Combine CCaaS with other services

Additional services include Open AI, Twilio SMS, Power Automate, Power Apps, Lightning Flow, Authentication and more



Utilize interaction events for insights and AI training

Train AI models with interaction data processed by DaVinci within your business applications for AI like predictive & sentiment analysis, chatbots, etc.



Transfer calls to knowledge workers outside of your CCaaS platform

Give employees from other departments access to interact with customers in addition to gather insights from interaction data

Trusted by organizations across verticals, sizes & geographies



Why Choose AMC Technology?

We've been creating tech that improves CX since 1995

- DaVinci uptime boots 99.8%
- Microsoft Partner since 1995
- Customers in over 30 countries, from Australia and Zimbabwe to Canada and Mexico.
- DaVinci's interaction orchestration platform allows customers to extend, enhance and customize DaVinci to solve contact center challenges
- Level 1 Security Trust Assurance and Risk Certification with Cloud Security Alliance

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