

## Dynamics 365 Customer Service Quickstart Solutions

Get started in as little as a week






### Get started with Dynamics 365

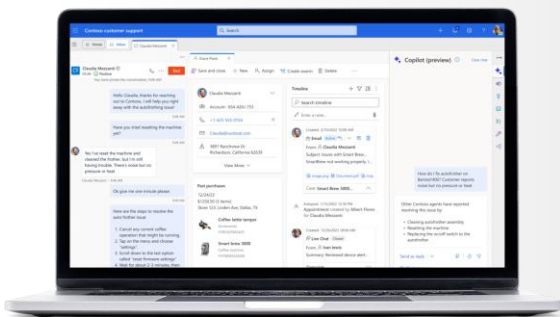
Businesses who invested in Dynamics 365 Customer Service saw an 80% reduction in backlogs, 73% reduction in average agent time handling, and 50% time savings from improved agent productivity. That's according to a Forrester report. With Barhead's Quickstart Solutions, businesses can get started with a customer service solution that can be implemented in as little as a week, requires little customisation, and comes with a full set of functionalities to help you drive your business.

### Why use Barhead for your Dynamics 365 implementation?

A recognised [leader in Dynamics 365](#) services, Barhead Solutions apply our values to everything we do and put our clients first, providing a solid foundation to the partnerships we strive for and delivering successful, trusted long-term relationships, and differentiating ourselves as a trusted Microsoft partner.

### Unique Value Proposition

-  **Proven delivery based on a true partnership model**  
Proven delivery strategies based on a true partnership model and tailored to deliver at each client's pace, allowing for flexibility in delivery
-  **Boutique Microsoft consulting firm**  
Specialised firm with highly skilled teams equipped with the latest certifications, a global network and strong relationships with Microsoft
-  **Cost-effective**  
Hybrid resource model across Australia and the Philippines to support global teams in a cost-effective manner and to maximise return on investments

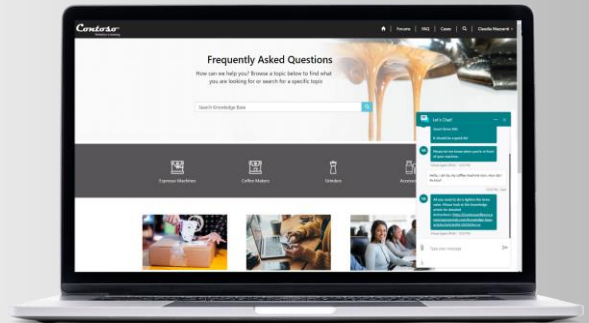


### Make agents' work effortless

Maximise agent productivity and focus on delivering quality service with AI-powered agent assist and collaboration tools

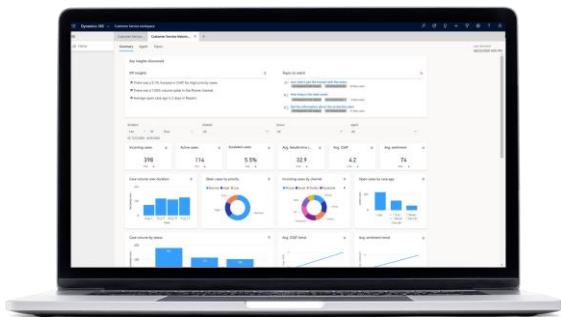
## Enable intelligent self-service

Help customers get answers quickly with AI-powered virtual agents and knowledge base portals



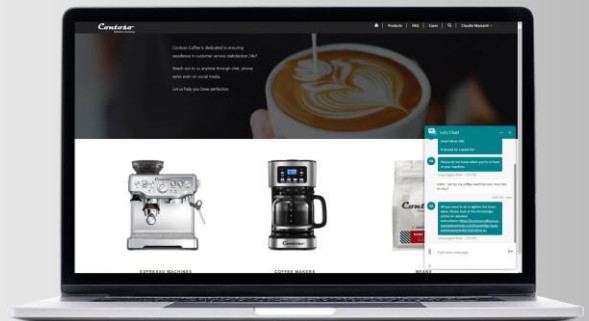
## Optimise service operations

Cut costs by working from a single, comprehensive platform that provides insights and adapts to future needs



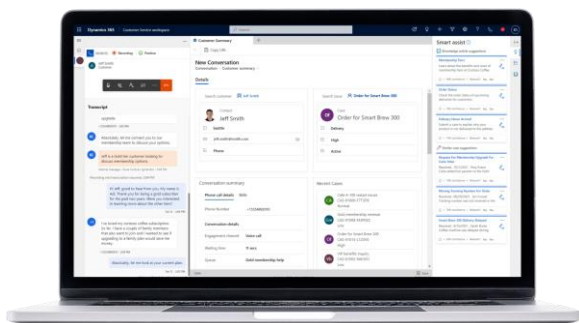
## Meet customers where they are

Connect with customers on their preferred channel and deliver consistent experiences

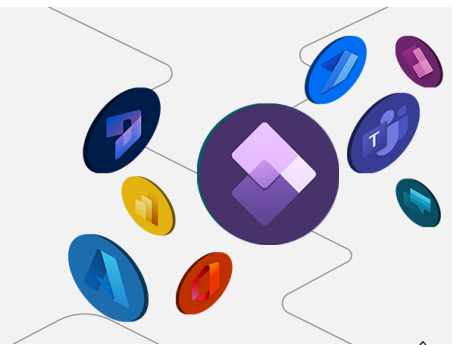


## Show them you know them

Recognise and quickly connect with customers to personalise and secure interactions



## Pricing for Customer Service Quickstart Solutions



### Core

AUD 10,000

Live in 1 week\*

Fast-track your deployment and have your business up and running on a fully connected sales and marketing system in 1 week. Create personalised customer journeys at scale, and work with seamless handover, collaboration, and visibility between your sales and marketing teams.

- ✓ Manage your incoming cases and associated activities in a central database with automated email-to-case creation
- ✓ Provide agents with the ability to track and resolve customer issues quickly with an agent dashboard, a standardised case resolution process, and a knowledge base
- ✓ Provide a seamless customer experience with a 360-degree of your customer data, including case histories and interactions across the organisation, in the context of the case
- ✓ Manage SLAs and KPIs for first response and case resolution
- ✓ Streamline tasks and collaboration with native connection to Teams, Outlook and To-Do
- ✓ Save and view related documents in context with native SharePoint integration
- ✓ Localised for the Australian market with standard address format
- ✓ Tailored for your business with options to select and configure custom data fields
- ✓ Simple and secure single sign-on using your existing Microsoft 365 credentials, with security roles applied for agents and customer service managers
- ✓ Excel templates provided to upload existing data for accounts, contacts, and cases
- ✓ Access to end-user training materials
- ✓ One-hour education session on additional Dynamics 365 capabilities to help with forward planning and roadmap



### Intelligent

AUD 20,000 - AUD 50,000

Live in 2 - 4 weeks\*

Generate new leads and nurture existing customers with a fully connected event management, marketing and CRM system. Manage and host in-person or online events, with a registration portal, attendance tracking, and personalised communications throughout the event journey.

#### This package includes everything in the Core Customer Service package, PLUS:

- ✓ Enhanced Case 360 view to highlight key case details, stakeholders, and metrics
- ✓ Provide consistent, automated email notifications to your customers throughout the case management process, with email templates tailored to your brand
- ✓ Automatically route and escalate cases to the right queue or team, based on agent skills, location, and availability
- ✓ Enhanced SLA management configured to meet your specific KPIs
- ✓ Monitor customer feedback and sentiment with automated integrated surveys
- ✓ Measure your performance and customer satisfaction metrics in real time with intelligent dashboards
- ✓ Configured for your business with automated workflows, custom data tables or relationships, custom data fields, and custom reports or dashboards
- ✓ Import of your existing contact, account and case data via Excel templates
- ✓ End-user training session
- ✓ Admin training session to support configuration of additional workflow automation and management of the customer service admin centre app



### Custom

Custom Solutions

Empower agents to resolve customer issues faster and more efficiently with a solution specifically customised to deliver more personal experiences for your customer.

The customised package involves everything in the Core & Intelligent package, PLUS customised applications adjusted to meet the specific objectives of enhancing customer experience.

\*Implementation timelines may vary based on factors such as the organisation's requirements, the number of users, available resources, as well as the functionalities required.