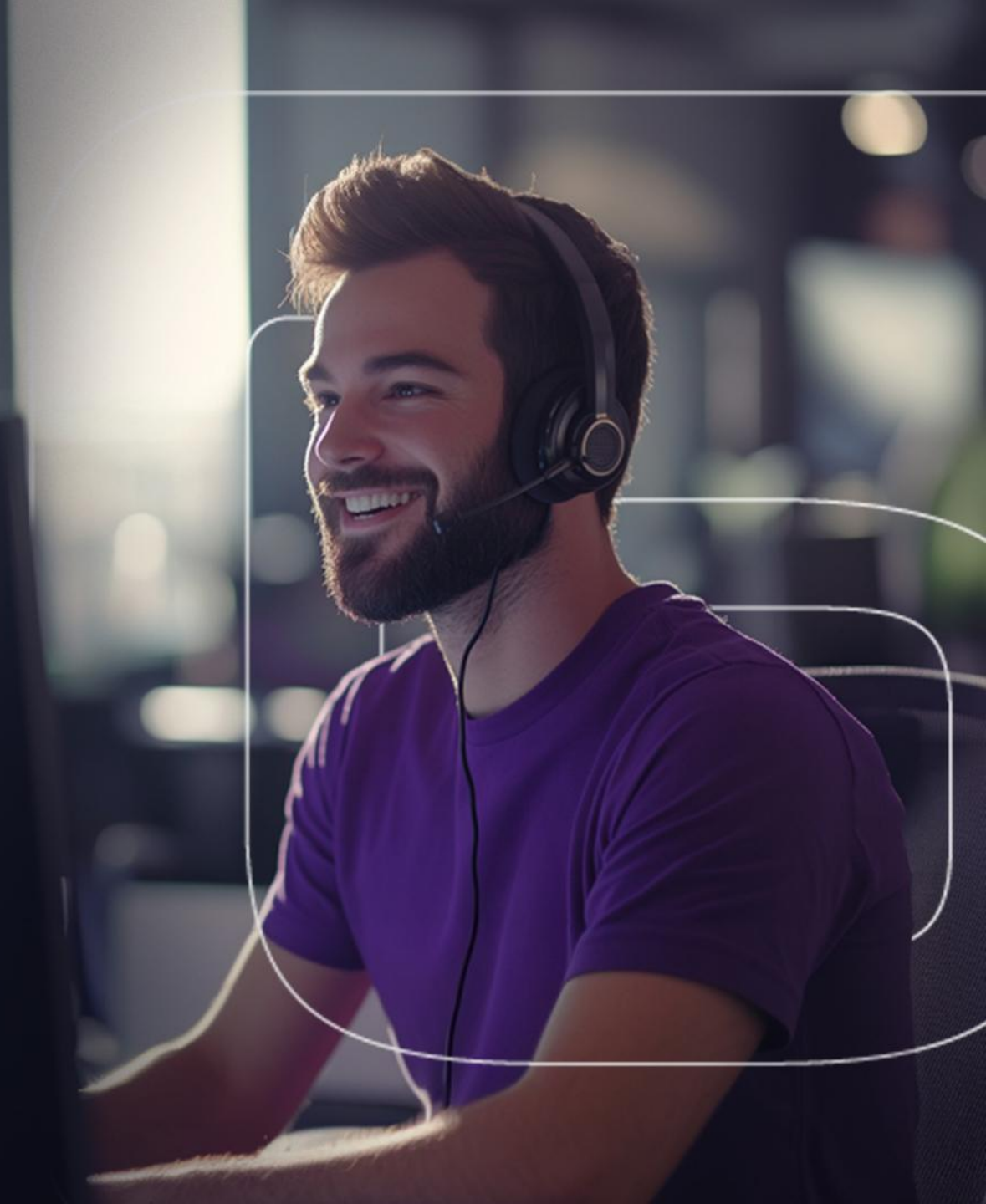




Elevate your contact center to new heights with

Contact Center Solutions



What is CCaaS?

It's SaaS in the Cloud

CCaaS (Contact Center as a Service) is a cloud-based solution that provides contact center functionality by subscription. In the same way, Microsoft Teams provides Unified Communications as a Service (UCaaS).

It's the Customer Experience

CCaaS providers manage the infrastructure, maintenance, and underlying updates, allowing organizations to focus on delivering exceptional customer experiences.

D365
Contact Center



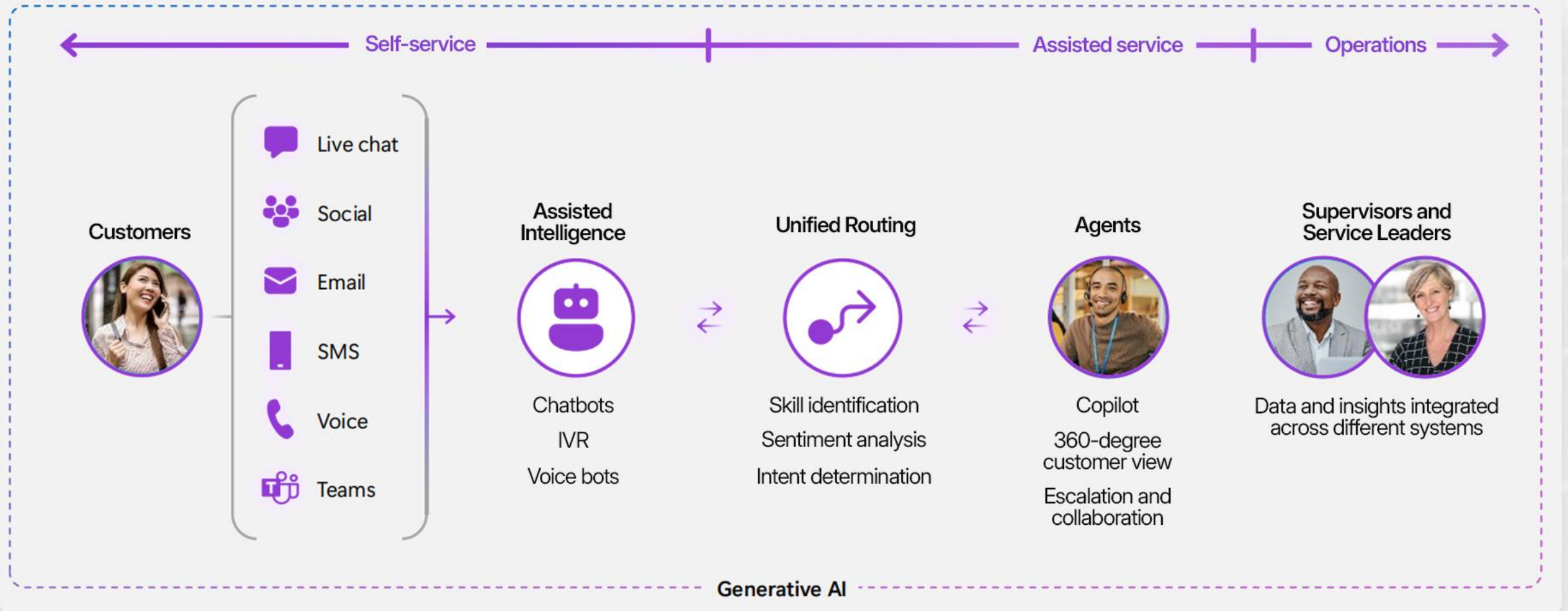
It's Cost-Effective

It replaced the original solution used by organizations, where they would configure and operate contact centers through hardware or local infrastructure that they would manage.

It's Essential for Business

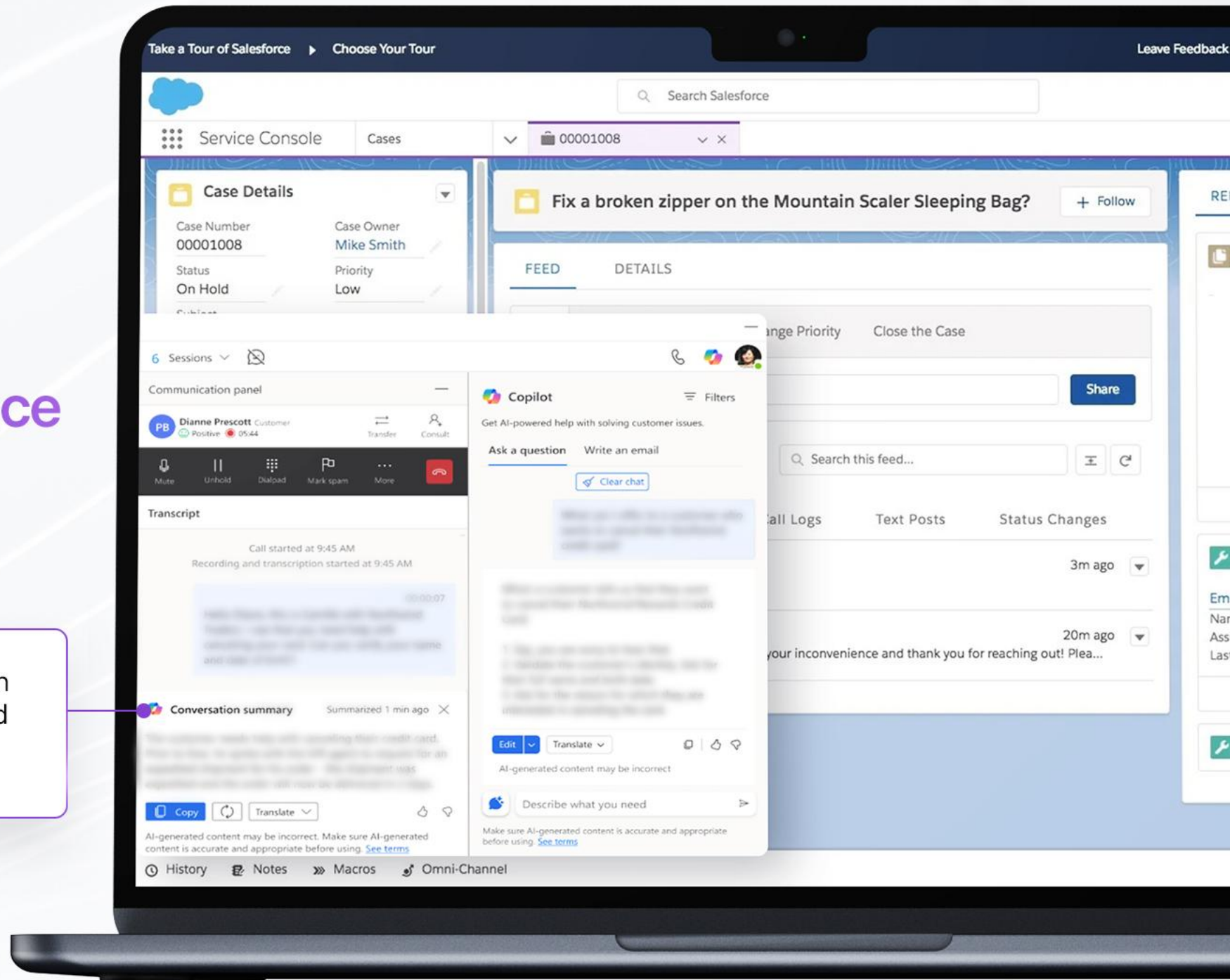
CCaaS solutions are typically placed in a layer between the customer and the employees with whom they need to communicate. These employees have access to back-end tools to perform actions such as Customer Service, Sales, or transactional tasks and actions.

Modernize your Contact Center with a complete solution



Dynamics 365 Contact Center Embedded Experience

The Copilot instantly provides conversation summaries for efficient case closure, saved in the case timeline in Salesforce.



Dynamics 365 Contact Center Standalone Experience

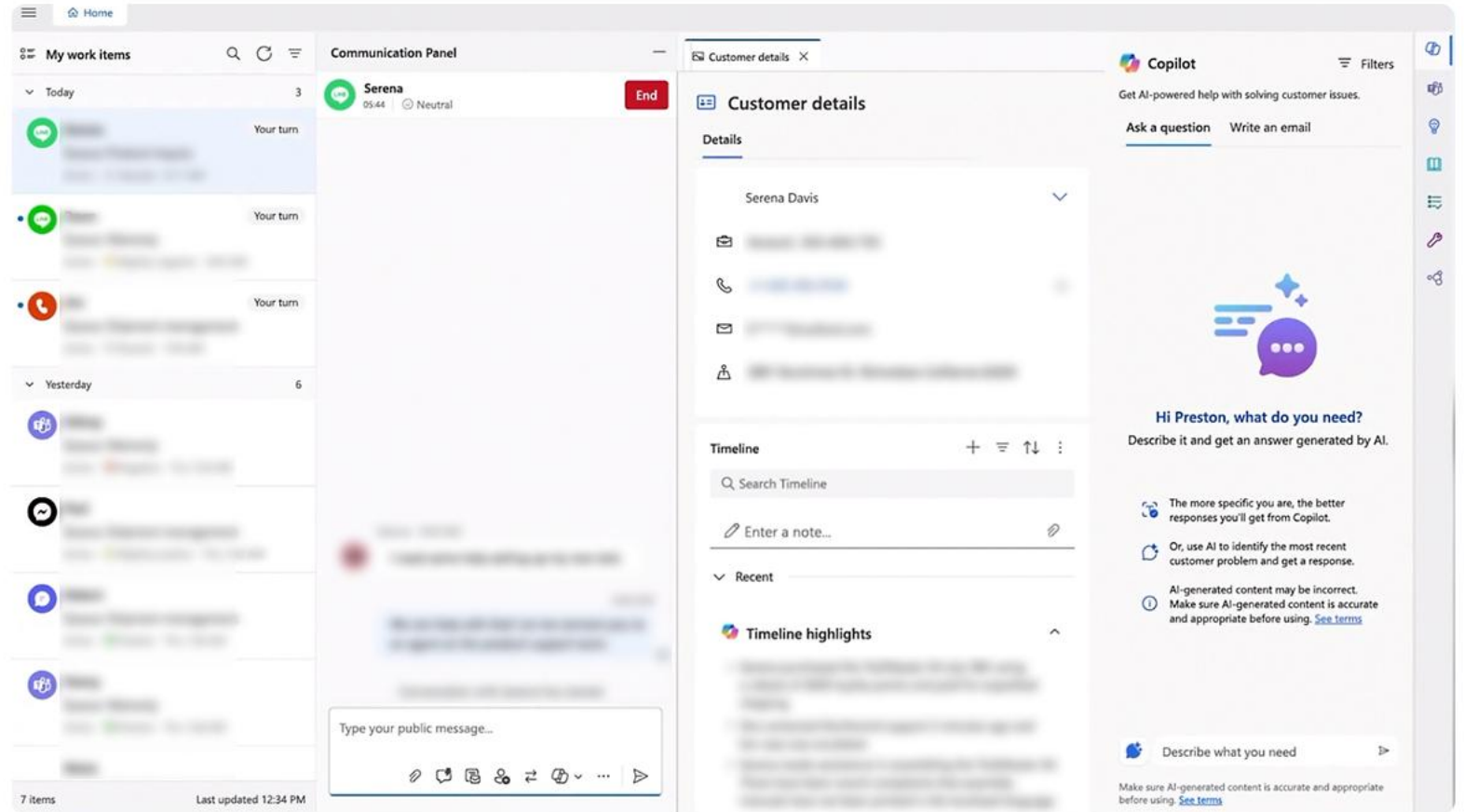
The standalone experience is also available for customers who want a ready-to-use agent desktop experience without incorporating it into a CRM or custom application.

What is it?

Browser tab experience for all communications handled by an agent.

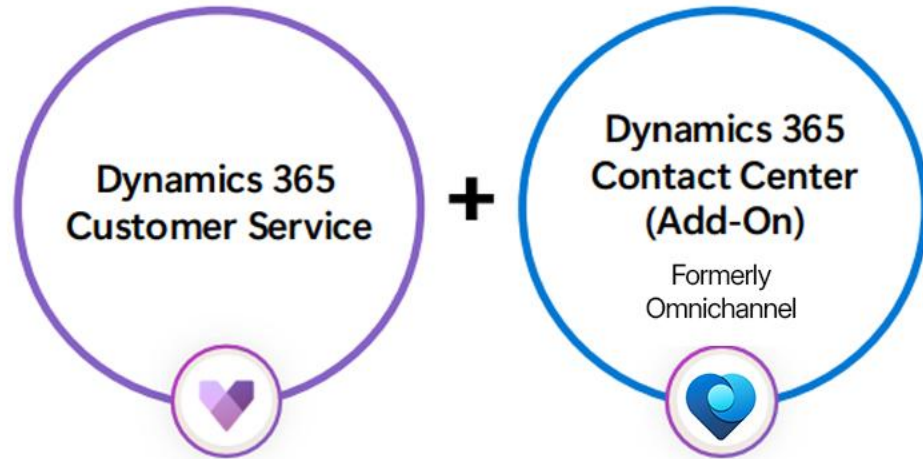
What is it not?

- It is not a CRM;
- No case management;
- No custom entities/forms.



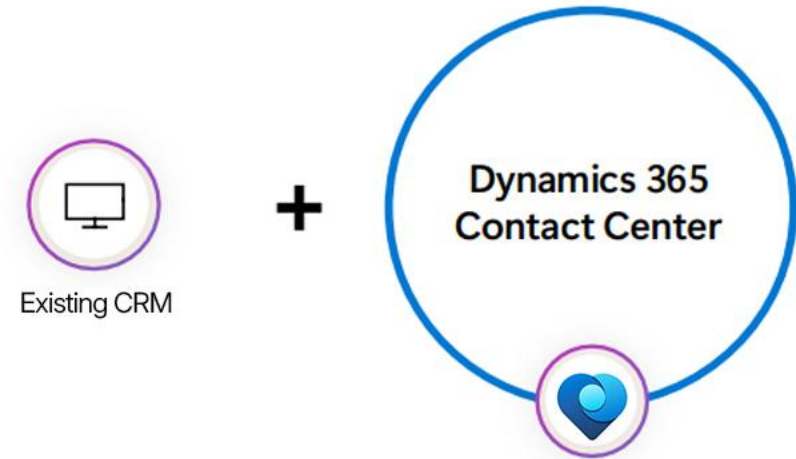
How do we position ourselves?

Offer organizations a complete Microsoft customer service solution.



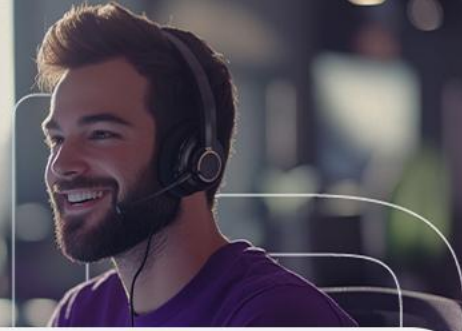
Interact with customers across all channels using [Dynamics 365 Contact Center](#) while working seamlessly within [Dynamics 365 Customer Service CRM](#).

Find customers wherever they are with a contact center that works with their preferred CRM.



Interact with customers across all channels while working seamlessly in the [existing CRM system](#) or [directly in Dynamics 365 Contact Center](#).

How can Contact Center Solutions Benefit Businesses?



Improved Customer Satisfaction

Customers place high value on how the customer service team treats them, and companies directly profit from positive customer service interactions.



Reduction in Unsatisfied Customers

Incorporate sentiment analysis into contact center operations to enhance service efficiency, leverage self-service options, and improve the overall customer experience.



Increased Revenue from Cross-Selling

Properly equipped contact centers can serve as revenue drivers through upselling, cross-selling, and leveraging untapped customer voice insights.



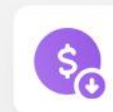
Reduced Employee Turnover

Employee engagement is essential for contact centers to build a stronger brand, reduce customer churn, and improve the Net Promoter Score (NPS).



Driving Customer Engagement

As customers seek a seller-free buying experience, the contact center takes greater responsibility for managing customer relationships and journeys.



Cost Reduction

Leveraging AI in contact center operations helps improve customer and agent experiences while simultaneously reducing costs.



Transform the way your company works

Achieve measurable results in productivity, innovation, and sustainable growth.

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