Customer Service in 13 weeks

Dynamics 365 Implementation

businessbase

Future-Proof Customer Service in 13 Weeks

Fast-track your Dynamics 365 implementation for contact centers with a focus on AI-driven support, seamless omnichannel interactions, and proactive service solutions. Customer contact centers (CCCs) face growing pressure to deliver highly personalized service while increasing operational efficiency. Today's customers expect instant resolutions across their preferred communication channels, and businesses must adapt using intelligent tools and automation to meet these demands.

With our **13-week Dynamics 365 Customer Service implementation**, we help your organization tackle these challenges head-on. Leverage the latest AI capabilities, like Copilot for real-time agent support, alongside advanced analytics and seamless omnichannel integration. The result? Intelligent Customer Experiences, enhanced employee satisfaction, and reduced operational costs.

Key innovations we integrate:

- **AI-Powered agent support:** Real-time assistance with automatic summaries, next-best-action suggestions, and more via Microsoft Copilot.

- **Omnichannel integration:** Seamlessly connect with customers through WhatsApp, Microsoft Teams, live chat, and other channels.

- **Optimized Self-Service:** Intelligent chatbots and customer portals reduce the workload on your agents while improving service availability.

What you will get:

- **Complete Dynamics 365 implementation:** Tailored to accelerate value creation for your contact center.

- **AI-Driven Insights:** Advanced analytics to better understand customer behavior and improve decision-making.

- **Training and Support:** Hands-on enablement to ensure your team is operational and confident using the new tools.

Achieve maximum impact:

Our 13-week implementation methodology combines the power of Dynamics 365 Customer Service with the flexibility of Agile working. This ensures rapid value creation, continuous optimization, and sustainable results.

Phase 1: Preparation & Planning (Weeks 1-3)

- Kick-off & Discovery: Understand your service strategy, pain points, and goals.
- Scope & Prioritization: Define the features that will provide the most value.

Phase 2: Development & Iterative Delivery (Weeks 4-10)

- Core functionalities such as case management and knowledge management.
- Omnichannel integrations (WhatsApp, live chat, Teams).
- Self-service optimization with portals & chatbots.
- AI-driven features, such as Copilot and Autonomous Agents.
- Dashboards & reports for real-time insights.

Phase 3: Validation & Adoption (Weeks 11-12)

- Acceptance Testing (UAT) – End-users validate the solution.
- Training & Change Management – Hands-on training for agents, managers, and IT teams.

Phase 4: Go-live & Support (Week 13)

- Go-live support and monitoring.
- A roadmap for continuous improvement.

Who is this for?

This program is designed for **mid-sized and large organizations** with customer contact centers looking to accelerate their digital transformation, improve service efficiency, and enhance customer satisfaction.

Ready to activate your ambitions?

Take your contact center to the next level with Dynamics 365 Customer Service. Contact us today to get started and deliver the seamless, proactive, and intelligent service your customers expect. https://www.businessbase.nl/contact/

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