

Omnichannel Command Center

Columbus Professional Services for Microsoft Dynamics 365 Customer Service — Omnichannel

A consulting-led engagement that unifies voice, chat, SMS, social, and email into a single intelligent service experience on **Microsoft Dynamics 365** — where customers move seamlessly between channels, agents have full context, supervisors monitor everything in real time, and AI deflects routine work.

28 wks

TYPICAL ENGAGEMENT

9–13 mo

PAYBACK PERIOD

175–250%

3-YEAR ROI

65%+VIRTUAL AGENT
RESOLUTION

Multi-channel is not omnichannel. Most service operations have collected channels over time — chat from one vendor, voice from another, social from a third — and the result is fragmentation: customers repeat themselves, agents lack context, supervisors lack visibility, and AI is bolted on as an afterthought. Through a 28-week **professional services engagement**, Columbus consultants design and deploy **Microsoft Dynamics 365** Customer Service Omnichannel as your unified command centre — one queue, one routing engine, one agent workspace, one supervisor dashboard across every channel.

How Columbus Professional Services Deliver Value

PHASE 01**Discovery & Design**

Channel assessment, omnichannel design workshops, routing strategy, and infrastructure planning.

Wk 1–4**PHASE 02****Core Omnichannel Build**

D365 Omnichannel configuration, unified routing engine, queues, skills, and supervisor experience.

Wk 5–10**PHASE 03****Voice & Virtual Agents**

Voice/telephony integration, Power Virtual Agents (Copilot Studio) build-out, and Copilot for Service activation.

Wk 11–20**PHASE 04****UAT & Training**

Continuous UAT, persona-based training, cutover planning, and phased go-live preparation.

Wk 21–24**PHASE 05****Phased Go-Live & Hypercare**

Channel-by-channel cutover, hypercare support, and post go-live optimisation tuning.

Wk 25–28

What Columbus Delivers

**Advisory & Channel Strategy****Omnichannel Configuration****Voice & Telephony****Virtual Agents****Copilot & AI Enablement****Adoption & Change**

Built for **Dynamics 365 Customer Service** customers ready for true omnichannel. This professional services engagement is designed for mid-market to enterprise service operations (500–5,000 employees) with multi-channel support that has grown into a siloed mess. Columbus consultants leverage native Microsoft omnichannel technology end-to-end — D365 Omnichannel for Customer Service, Copilot for Service, Power Virtual Agents, Azure Communication Services — to deliver one unified, AI-augmented service experience.

Return on Investment Snapshot

- ✓ Agent productivity (50% AHT reduction)
- ✓ Virtual agent deflection (25% of volume)
- ✓ Reduced supervisor time
- ✓ Consolidated channel operations

175–250%
3-YR ROI

What Columbus Professional Services Deliver



Advisory & Channel Strategy

Channel mix assessment, omnichannel design workshops, routing strategy, and AI/automation roadmap mapped to your service KPIs.



Omnichannel Configuration

Full configuration of D365 Omnichannel for Customer Service — unified routing, presence, work distribution, queues, skills-based routing, and...



Voice & Telephony

Voice channel setup using Azure Communication Services or supported telephony partner, IVR design, and CTI integration into the D365 agent workspace.



Virtual Agents

Power Virtual Agents (Copilot Studio) build-out for 3–5 high-volume scenarios — typically achieving 25–35% deflection in the first 90 days post...

Success Metrics & Targets

40–50%

Average Handle Time
reduction

75–85%

First Contact Resolution
Target

Below

Customer Effort Score (CES)
2.0

65–75%

Virtual Agent Resolution
Target

4.5+/5.0

Customer Satisfaction (CSAT)
Target

70%+

Sentiment Score
positive

Why Columbus Professional Services?

- **Deep expertise in D365 Omnichannel for Customer Service** — voice, digital, social, AI all delivered by one team.
- **Copilot Studio / Power Virtual Agents** build experience across multiple verticals.
- **Adoption-first delivery** — persona-based training designed for the realities of omnichannel agent work.
- **Azure Communication Services and telephony-partner engineering depth** — voice channels are not an afterthought.
- **Phased go-live methodology** — channel by channel, never big-bang.
- **End-to-end accountability** — advisory, build, training, and managed services from one accountable partner.

Ideal For

B2C Service Orgs

High-Volume B2B

50–200+ Agents

Retail / E-commerce

Financial Services

Healthcare

Ready to accelerate your D365 Customer Service journey? [Let's talk →](#)

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