

Dynamics 365 Customer Insights Journeys: 5 wk Implementation



- Initial training in the standard solution
 - To know what is included, what is time consuming to develop and what is not - to create the most efficient solution together during the project
- Workshops for requirements gathering
 - Kick-Off - Meet & Greet
 - WS 1: Introduction and Configuring settings
 - WS 2: Managing segments and trigger webforms
 - WS 3: Managing leads and Compliance
 - WS 4: Managing email and customer journey
 - WS 5: Analyzing customer responses and next step
- Producing marketing content is out of scope and not included within this offer.
- The price is estimated from a basic level. It may change if more functionalities are requested.



1. Initial training

For the project team, about half a day.



2. Workshop package - for 5 workshops

For each business unit sales/contact center, two consultants from CRMK.



3. Configuration and customization

For CRMK to customize and parameterize the system based on your processes and needs.

Price will vary depending on your needs. The typical level of effort for this step is around 100-130 hours of work.

