



MODERNIZING YOUR CONTACT CENTER

Is your customer service falling short of expectations?

Discover how forward-thinking organizations are transforming service delivery through AI, real-time data, and true omnichannel strategies.

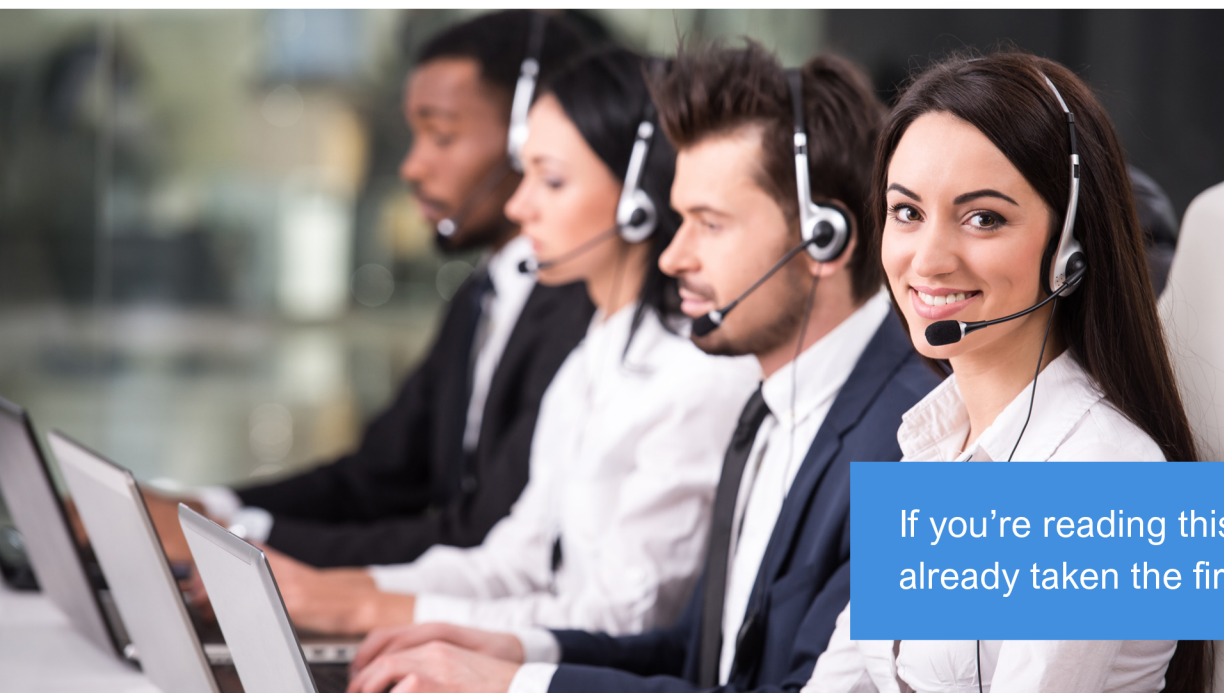
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Why it matters...

Modernizing a [Contact Center](#) is a strategic move — one that directly impacts customer experience, operational efficiency, and business profitability.

In a world where customers expect instant responses and personalized service across every channel, continuing to operate with disconnected systems isn't just inefficient — it's a missed opportunity.



If you're reading this, you've already taken the first step

The new era of customer experience

A customer reaches out via WhatsApp. Then follows up by email. Eventually, they call your support line. In every channel, they have to explain their issue all over again. Frustration builds. And just like that, you lose the customer. It's happening every day — and it's exactly what separates the brands that lead from those trying to catch up.

Today, customer experience is the primary differentiator. It's not about having the best product or the lowest price anymore. Customers expect to be heard, helped, and remembered — across every channel.

WHY IT CAN'T BE IGNORED?

- 86% of consumers are willing to pay more for a better experience.
- 75% expect consistent service, no matter the channel.
- 67% will switch brands after a poor experience.
- Over 60% of Contact Centers still operate with fragmented, multichannel systems.

WHAT'S GOING WRONG?

- Disconnected tools and channels force customers to repeat themselves.
- Scattered data and lack of context block a unified customer view.
- Manual processes delay responses and limit personalization.
- Leaders can't act fast because KPIs are outdated or incomplete.
- Frustrated customers churn when they don't feel seen, heard, or helped.

What is Dynamics 365 Contact Center?



Dynamics 365 Contact Center is an intelligent cloud platform that unifies communication channels and delivers a complete, real-time view of the customer journey. It equips agents with AI, automation, and insights to deliver faster, more personalized service.

Its scalable design helps organizations provide seamless experiences while improving efficiency and adapting to change.



UNIFIED COMMUNICATION

Bring voice, chat, email, SMS, and social channels into a single, secure platform — fully integrated and connected.



AI-POWERED ASSISTANCE

Support agents with real-time AI suggestions, emotion detection, and context-aware recommendations to resolve issues faster.



CUSTOMER 360 VIEW

Every interaction feeds a complete, real-time customer profile — enabling highly personalized and informed service.



AGILE DECISION-MAKING

Real-time dashboards and KPIs help teams act quickly, optimize workflows, and continuously improve service quality.

Integration with Microsoft Teams Phone

The native integration of Dynamics 365 Contact Center with Microsoft Teams Phone enables your agents and support teams to work seamlessly — without switching platforms and with full access to customer information at a glance.

All communication happens in one place: calls, messages, transcriptions, and team collaboration.



**LIMITLESS
ENTERPRISE
COMMUNICATION —
ALL WITHIN ONE
UNIFIED PLATFORM**

- ✓ Make calls directly within Dynamics 365
- ✓ Transfer interactions based on context and agent skills
- ✓ Auto-record and transcribe conversations
- ✓ Collaborate in real time across departments
- ✓ Fully scalable and compatible with Microsoft 365

32%

Reduction in handling time by integrating voice and data into a single interface.

Strategic benefits for your organization



Sales

Drive conversions and build loyalty through seamless experiences

- Improve CSAT (Customer Satisfaction Score) by up to 25%
- Ensure consistent service across all channels
- Access a unified customer history for faster, more effective support
- Increase retention through contextual, personalized interactions



Marketing

Engage smarter, drive relevance, and measure impact in real time

- Continuously optimize with customizable dashboards
- Gain deeper segmentation and data-driven insights
- Visualize trends and customer behavior in context
- Adapt quickly to market changes



Operations

Streamline processes, cut costs, and boost team productivity

- Reduce AHT (Average Handling Time) by up to 30%
- Empower agents with AI-driven tools
- Eliminate redundant systems and lower operating costs
- Respond faster with real-time performance insights

A CONTACT CENTER SUCCESS STORY

A financial institution modernized its contact center with Dynamics 365, achieving: 32% reduction in Average Handling Time (AHT), 27% increase in Customer Satisfaction (CSAT) and 20% boost in customer retention.

Thanks to unified channels, AI-powered automation, and integration with Microsoft Teams, they consolidated six platforms into one — and accelerated agent onboarding and training.



A solution with measurable business impact

THE CHALLENGE

A financial institution was operating with disconnected systems and manual processes that slowed response times and created frustration for both agents and customers.

Lack of integration made it difficult to deliver consistent service, increased agent turnover, and limited the ability to make data-driven decisions.

THE SOLUTION

They implemented Dynamics 365 Contact Center, integrated with Microsoft Teams Phone, creating a unified platform where all channels and customer data were centralized.

With AI-powered assistance and real-time dashboards, they improved productivity, reduced handling times, and delivered a more personalized experience.

RESULTS

- 32% reduction in Average Handling Time (AHT)
- 27% increase in Customer Satisfaction (CSAT)
- 20% improvement in customer retention
- Six platforms consolidated into one
- Faster agent onboarding and training
- 18% increase in First Contact Resolution (FCR)

Does your Contact Center need a transformation?

These signs could be slowing down your operation. If you identify two or more, it's a clear indicator that your Contact Center needs modernization.

- Tools and systems that don't talk to each other
- Multiple platforms with no integration
- Lack of real-time analytics
- Inefficient case assignment
- Channels operating in silos
- Difficulty scaling without friction

If these sound familiar, it's time to act. **Book a strategic assessment with C-ven and discover a proven, scalable solution ready to transform your operation.**



Ready to transform your Contact Center?

Let's talk!

- ✓ **Schedule a free assessment** with one of our C-ven specialists
- ✓ **Request a personalized demo** of Dynamics 365 Contact Center
- ✓ **Build your transformation roadmap** with expert guidance

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**THE CUSTOMER
EXPERIENCE
REVOLUTION
HAS ALREADY
BEGUN**





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