

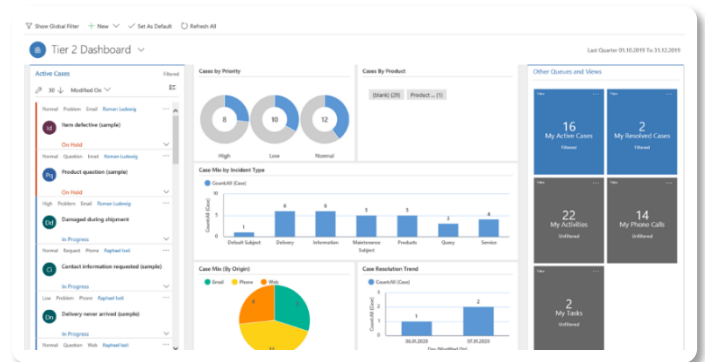


## Microsoft Dynamics 365 Customer Service

- Optimize your customer service
- Improve your customer satisfaction
- Reduce cost

With our expertise, we make it possible!

- High customer **churn rate**?
- **Case management** is taking **too much time** of your customer service?
- Your sales team should be informed of
- **cross/up selling opportunities in a timely manner**?
- How to **manage efficiently cases** upon the **agreed SLAs**?



## › Discover option how to optimize customer service processes

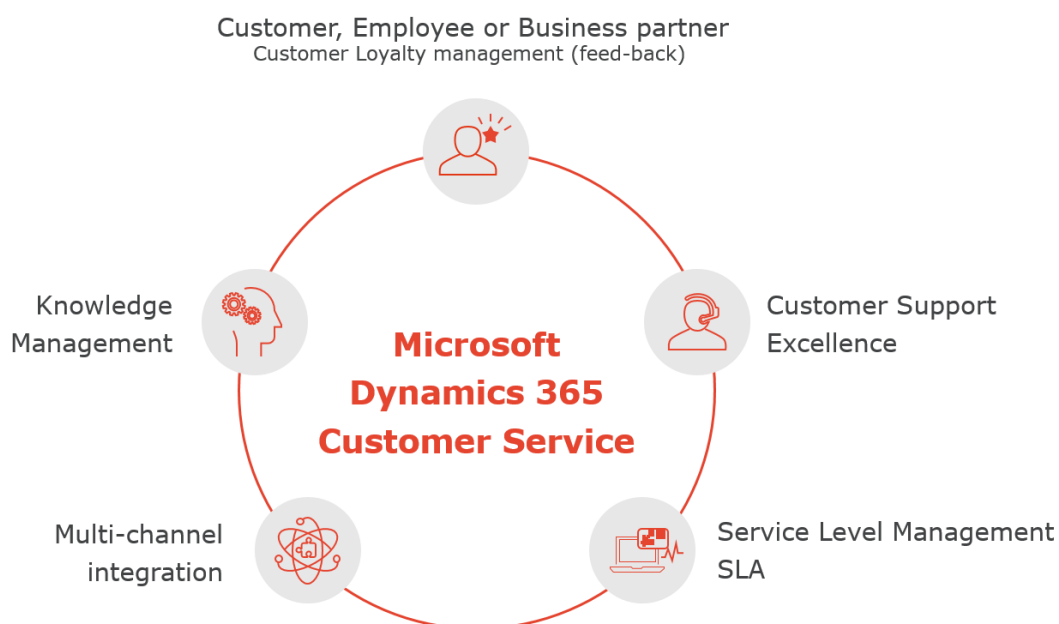
### ELCA OFFERING - ENVISIONING WORKSHOP

ELCA proposes an **envisioning workshop** to discover **business value creation, cost saving opportunities** implementing Microsoft Dynamics 365 Customer Service.

Envisioning Customer Service workshop consist in a 3-days ELCA effort for **CHF 4'800.- (excl. VAT)**.

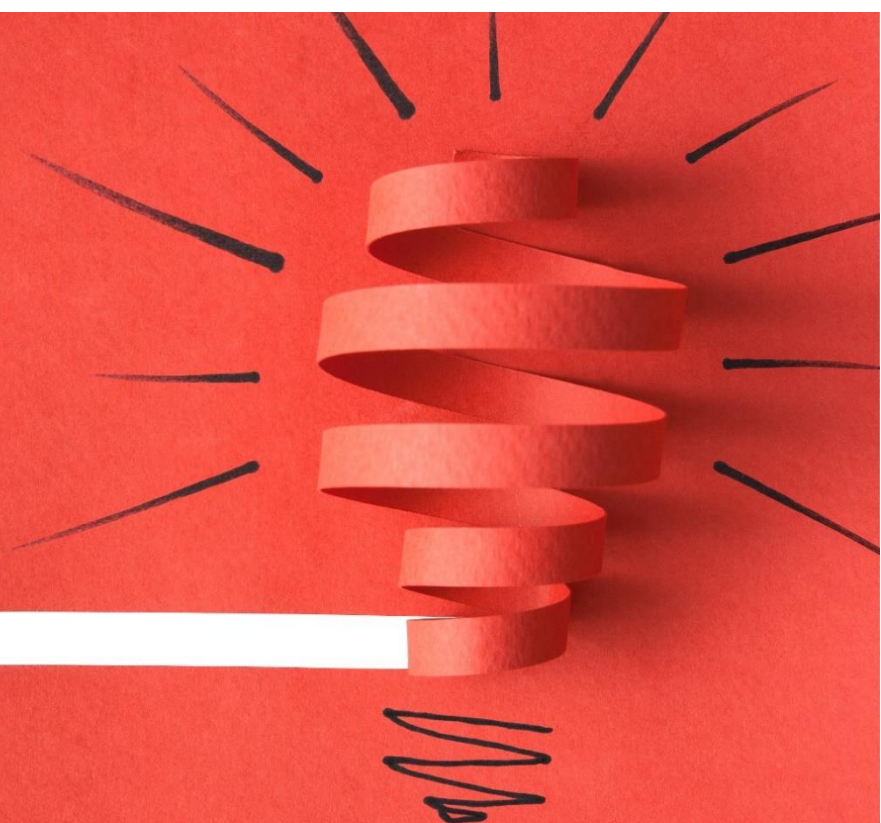
- **Step-1:** Preparation meeting: Review of your business objectives, Customer Segmentation, Services & products strategy, communication channels available, customer request workflow, KPIs to track performance.
- **Step-2: Workshop** using design led thinking concepts, we jointly define how to enable the digital transformation of your organization, Customer Service processes. We visualize together solutions.
- **Step-3:** Presentation of the outcome with a clear, actionable picture of how we can help you reach your business goals.

### CUSTOMER SERVICE CAPABILITIES



## About ELCA

ELCA is one of the biggest independent Swiss full-service providers for business and technology solutions, and a leader in the fields of IT business consulting, software development and maintenance, and IT systems integration. The privately-owned company, with more than 1300 experts, has branches in Lausanne, Zurich, Geneva, Berne, Paris, Madrid, Basel, Granada, Mauritius and Ho Chi Minh City (offshore development), all operating according to a common process framework.



**Direct contact for more information**

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