



# RAPID RESULTS CUSTOMER SERVICE

**DREAM BIG | IDEATE | START SMALL | DELIVER FAST**

Work with our team of experts to deliver the base capability of Microsoft Dynamics 365 Customer Service, providing a great platform for future growth.

## **Rapid Results For Dynamics 365 Customer Service**

Personalise and streamline your customer service processes, identify opportunities and empower your customer service representatives through Dynamics 365 Customer Service.

Customer Service in today's digital ecosystem requires authentic personal engagement on multiple levels. Dynamics 365 for Customer Service enables service representatives to drive better customer experiences, optimise customer journeys and aid customer loyalty by giving them a tool set to drive personalised, scalable and predictable service levels. It enables service representatives to process requests from the point it has been logged to the point of resolution.

Dynamics 365 for Customer Service enables Service Managers to have better visibility into the service engine to ensure the team are servicing their customers optimally by identifying overburdened teams and trending service challenges. It can turn reactive teams into proactive ones by keeping track of your accounts, contacts, cases and SLA's to provide you with a single view of your customer and their service interactions.

## **Rapid Results Deployment**

Our Rapid Results for Dynamics 365 Customer Service uses the core capabilities required to deliver immediate results to your people, providing a base platform upon which additional capabilities can be added in the future.

All this can happen within a short timeframe at a fixed cost, and without the risk associated with a lengthy and complex implementation.

## **Implementation Process**

Following recognised industry best practice, Rapid Results for Dynamics 365 Customer Service focuses on delivering the base capability in the first stage of a customer relationship management and service management project, whilst allowing you to configure your specific business process and data elements required to meet your business objectives and grow.

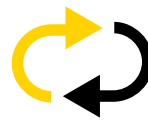
Our team of experienced consultants are here to help, included in our rapid results implementation is a half day assessment to ensure we get to know you and your business. We then provide confirmation of how the Rapid Results solution fits your needs and a demonstration of key capabilities that will help you extract immediate benefit. Our Rapid Results has a defined scope, templates and a proven implementation methodology to drive rapid benefits and time-to-value. Once we have configured the solution, we will work with you to validate the expected outputs and benefits achieved. We will then look at training your team to take advantage of the solution and deliver great customer service! Finally, we will provide initial help to transition and settle your team on the solution and then review your progress towards your objectives after one month.



Connect your business



Focus on what's important



Streamline processes



Start to plan and grow

### KEY FEATURES

#### Sales Execution

Intelligent customer service and customer relationship capability that will drive customer satisfaction through guided processes from service request to resolution.

#### Sales Performance

Powerful dashboards, views and reporting available at your fingertips, to give you accurate insight into your cases and service requests, identify trends and action insights.

#### Queue Management and Multi-Channel Engagement

Engage customers and log service requests from multiple channels, automatically route cases and assign workload between your service teams.

### ADDITIONAL SERVICE/PRODUCTS

#### Power BI training

Train your users to make use of the data available and build their own dashboards for self-service BI.

#### Dashboard design

Use best practice for dashboards and reports to present your most relevant data in a clear and straightforward way.

#### Customer Service Insights

Extend your solution even further by empowering your service teams with actionable insights through workload and activity dashboards, CSAT scoring, turnaround reports and case trends.

#### Omni-Channel Engagement & Surveys

Extend the power of Dynamics 365 Customer Service Enterprise through Omni-Channel engagement which will enable you to instantly connect and engage with your customers across digital messaging channels. Drive customer feedback through Forms Pro.

#### Artificial Intelligence

Leverage artificial intelligence to handle low interaction service requests through virtual agents and chat bots.

#### Power Platform

Build Apps and enable innovation, leverage the power of the Power Platform through automating flows with Power Automate and utilising Power Apps to solve custom business processes.

### Talk to us today

Contact us today for a demonstration and discussion of how Rapid Results for Customer Service can transform the productivity of your business.

To find out more, please email Australia: [contact@empired.com](mailto:contact@empired.com) or New Zealand: [enquiry@intergen.co.nz](mailto:enquiry@intergen.co.nz)

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