

SMS for Case Management

Automate customer status updates from Dynamics 365 Customer Service

Delivery time	Format	Platform	Best for
1 business day	Fixed-fee implementation	Dynamics 365 + Power Automate	Service teams of 5-200

The problem we solve

Service teams spend hours each week fielding "where is my case?" calls. Customers want updates, but reps can't manually message every contact every time a status changes. The result is wasted rep time, frustrated customers, and slower resolutions because customers don't respond to silence.

What we build

A Power Automate flow inside your Dynamics 365 Customer Service environment that triggers SMS messages to your customers when cases are created, updated, escalated, or resolved. Messages are delivered via your Twilio account using a phone number you control, and message templates are fully customizable to your brand voice.

Deliverables

Power Automate flow	Triggers on case creation and status changes; runs in your tenant.
Twilio SMS integration	Connected to your Twilio account using a phone number you control.
Message templates	Customizable wording with case fields (number, owner, priority, ETA) merged in.
Field mapping	Configured to your existing case schema and status transitions.
Team training	30-minute walk-through so your team can adjust messages without us.
Documentation	Setup notes and admin guide for ongoing maintenance.

Prerequisites

Dynamics 365 Active Customer Service license	Power Automate Standard license; per-user or per-flow	Twilio account We can help you set one up
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Ready to deploy? Implementation begins within 1 week of agreement	Email sales@encloud9.com	Phone 1-844-264-0729	Schedule a call encloud9.com
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