

# Transform your service desk with Dynamics 365 Quick Start

Modern customer service implementation: 5 weeks, AI-powered, Australian expertise



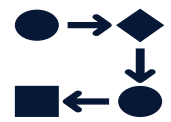
 Microsoft  
Solutions Partner  
Business Applications

# Dynamics 365 Customer Service Quick Start

Rapidly deploy a complete Customer Service solution on Microsoft Dynamics 365



Go from setup to live in just 5 weeks with our proven methodology



Implement Copilot capability for enhanced productivity and automation



Capture service desk data directly through FormFactor into Dynamics 365



Work with Australian security-cleared consultants who understand local business needs



# Dynamics 365 Customer Service Quick Start **benefits**

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We have invested thousands of hours developing Microsoft Dynamics solutions. Our Quick Start approach harnesses this experience to solve common customer service challenges and bring you the benefits.

## **Deliver value through Dynamics 365 faster and more efficiently**

Our Quick Start methodology enables organisations to implement and deploy Dynamics 365 Customer Service in 5 weeks instead of months. This rapid implementation is facilitated through maximizing out-of-the-box features, making it accessible to teams regardless of their technical expertise. This can be used to accelerate adoption by your service team or enable those without extensive technical background to use advanced AI capabilities. Together this significantly reduces the time and resources required for service desk modernization, allowing businesses to respond quickly to customer needs.

## **Securely integrate AI and automation for enhanced agent productivity**

Quick Start integrates Microsoft Copilot AI capabilities as a standard feature, ensuring that customer service agents have powerful tools from day one. This built-in AI framework saves businesses time and resources that would otherwise be spent on configuring complex features. By capturing service requests directly into Microsoft Dataverse via FormFactor, the solution ensures that data is not only secure but also ready to kickstart workflows and integrate seamlessly with other business applications on the Microsoft platform.

## **Build a cohesive customer service experience with your brand**

Solutions created with our Quick Start approach support dynamic functionalities such as conversation summaries, tailored email templates, and automatic case routing, which adjust based on ticket categories. Agents can save progress and mandatory fields can be configured. These features allow the creation of interactive service experiences that adapt in real-time, enhancing the user experience and ensuring that the data collected is accurate and relevant. This adaptability is crucial for creating engaging and efficient service experiences that meet the specific needs of users and businesses alike. All components are automatically configured in your organisation's brand to accelerate value.