

Outcomes are everything

Adoption

enabled by training that's tailored for your people - in their real life roles - drives sustained real return on your technology investment

Microsoft Dynamics 365 Contact Centre as a Service
End User Training Service

Crafted to support real business outcomes

fusion5



Why Fusion5 for Microsoft CCaaS end user training?

Well, second in the world isn't too bad

Fusion5 has is a long-time Microsoft partner. We're leading the pack in helping organisations benefit from the Microsoft Dynamics 365 Contact Centre as a Service (CCaaS).

In fact, Microsoft recognised our high-quality work implementing CCaaS by awarding us 2nd place in the entire world in their 2025 Partner of the Year awards.

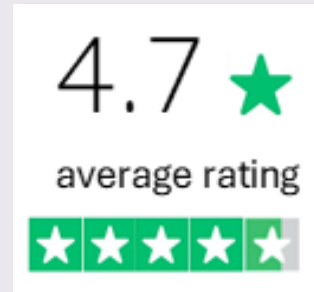
While Microsoft rates our work with our customers, our customers also rate our tailored end user training we deliver for the Microsoft CCaaS.

What our Trainees say

"I'm looking forward to more practice and very excited for the go live."

"Really great session, thank you so much Rebecca!!!!"

"Great session. Great trainer."



Overall satisfaction with
end-user training



What's in the box?

Customer Service Agent Training

This brings your core customer service people up to speed with the contact centre interface, telephony and chat, and how to manage cases.

We also encompass staff use of Workforce Management, and help your people take advantage of inbuilt productivity and AI capabilities.

Team Lead & Manager Training

We train your people managers in the use of core contact centre functionality as well as capabilities specific to team leads, such as whisper, interrupt and more.

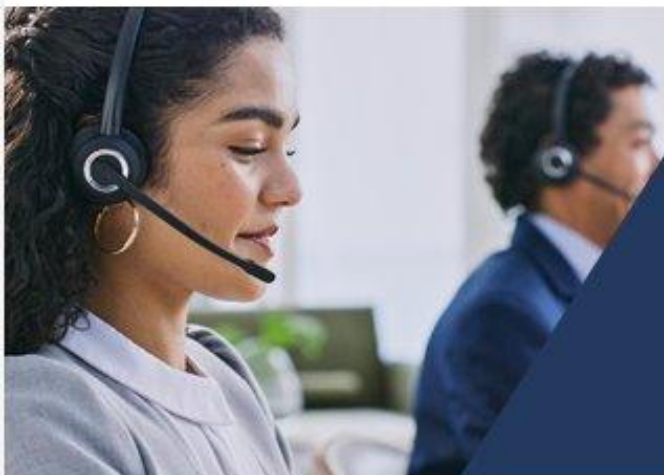
We'll help your managers maximise what they can do in Workforce Management including shift planning, hours and calendar management, and team management.

Your own custom Case types

Most companies have unique customer service case types or processes they deal with, and Dynamics 365 is often configured and extended to suit.

This ease of extending is a benefit of Dynamics 365, but it also means your people need to be trained on how to manage your special cases.

We can encompass your unique service Case types in our training plan, training material, and delivery.



“With Dynamics 365, we spend less time trying to find information and more time focused on the interactions that need a human touch. It has been game changing for improving the quality of the customer experience interactions and outcomes.”

Chris East, Chief Information Officer at Public Trust

Business Challenge

Public Trust, New Zealand's largest provider of trust and estate management services, faced the challenge of replacing an **aging call center system that was soon to be end-of-life**. As a self-funding autonomous crown entity, Public Trust needed to operate in a commercially viable manner and wanted to explore new cloud-based technologies that would allow them to provide high-quality service to all New Zealanders.

Partner-led Solution

Fusion5, an Australasian business transformation partner, **implemented Dynamics 365 Contact Center and Dynamics 365 Customer Service**. This unified, cloud-based platform offered a single view of all customer interactions along with AI-driven call transcription and search. Working in partnership, Fusion5 and Public Trust teams completed the implementation **in just three months** – providing significant business impact on a very short timeline.

Results

Dynamics 365 Contact Center has been game changing for improving the quality of the customer experience and outcomes at Public Trust. The solution has driven a **significant reduction in average call-handling times** and an **uptick in customer sentiment** now that call center staff have the right information at their fingertips. Supervisors can find specific call recordings in seconds, and the **time to make interactive voice response (IVR) system changes has been reduced from weeks to less than a day**.

Microsoft CCaaS Training

We provide targeted training for your people who will be using the Microsoft contact centre, e.g. Customer Service Agents and Managers.

Each has a different role, and Microsoft CCaaS provides tools specifically for these. Our training covers the common ground first, before equipping your different users for their own specific roles.

Successful training requires:

- Aligning to your project and the business outcomes you're targeting
- Identifying the training needs all your different people will have
- Creating the right material to develop the skills they need to work differently with new tools
- Delivering training in an engaging fashion.

Getting this right is not easy. However, it is critical to give your people the capability and confidence they need to use the new software. This increases lasting adoption, and thus sustained return on investment.

Fusion5's prepackaged Microsoft CCaaS training is proven. We have the right approach, the right material, and the specialist training skills our customers swear by.

fusion5 Training Services

