



Get noticed because of your customer service. Not despite it.

Dynamics 365 Customer Service

Good news travels fast, but bad news travels faster.
And in this connected world, stories of poor or indifferent customer service spread like wildfire.

Get your customers talking

Fusion5 can help your organisation to deliver truly outstanding customer service.

We enable you to enhance, integrate and streamline your customer services processes through the powerful Dynamics 365 Customer Service platform. So you can grow your market by leveraging a customer experience that gets talked about for all the right reasons.

Make your customers the centre of your world

Customers can go from being your biggest fans to your fastest detractors in just one poorly managed support interaction. And that's not an experience enjoyed by them, or you.

With Dynamics 365 Customer Service, you put your customer at the centre of your business, to be celebrated, nurtured and cherished for the lifetime of the relationship. You also empower your team to deliver a responsive and seamless customer care process, easily and efficiently.

Amplify great service

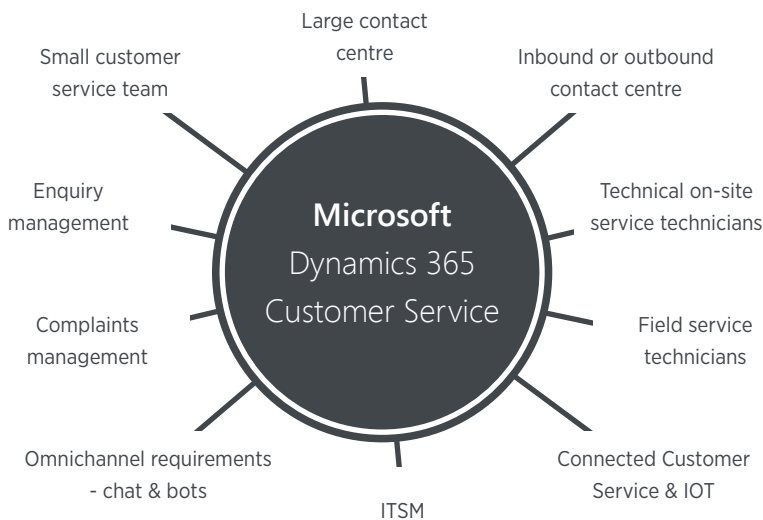
We can help you take your customer service levels to new heights with Dynamics 365 Customer Service.

You'll be able to:

- **Track** your customer issues from start to resolution
- **Record** all customer service interactions for a single, comprehensive customer view
- **Enable** omni-channel service (web, chat, telephony, email) to your customers based on their channel of preference
- **Route** cases to the right people and channels in your organisation based on skills and availability
- **Share** your information with staff and customers using a knowledge base
- **Ensure** timely service provision through service level agreements (SLAs)
- **Manage** service scheduling and provision on-site at your customers
- **Visualise** performance and productivity through reports and dashboards

Align capabilities

Dynamics 365 Customer Service is both flexible and feature rich. We have the experience and capability to align it with your customer service team and processes.



We understand the value of customer happiness

We are a multi award-winning Microsoft practice with a great track record in Dynamics 365 Customer Service.

In 2018, we were named a global finalist by Microsoft at their annual partner awards for our work helping organisations like Otago Polytechnic to use Dynamics 365 Customer Service for the good of their students.

Act now

For more information or an initial discussion, please contact:

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“Customers want the answer yesterday, they don’t want to know why something has gone wrong or to have to wait.

Our enterprise service management solution successfully provides the information or fix needed to keep them happy.”



STEVEN TURNBULL,
CHIEF INFORMATION OFFICER,
OTAGO POLYTECHNIC

We are Fusion5

Fusion5 provides business solutions that add real commercial value to your organisation. Our focus is on making potential reality for our customers, and our people.

We are driven by delivering outcomes that genuinely improve your business. Our unique experience and advanced understanding of the solutions we offer, together with innovative technology that can be wrapped around them, means we can offer ‘fit for you’ solutions that amplify solution benefits for your business.

We realise adopting new technology is not just a one-off activity - it requires change management, support, and continuous improvement to ensure your digital journey evolves with your business. We’re here to partner with you through all aspects of the journey.

#makingpotentialreality