

# A guided, intelligent way to provide service and support



## ABOUT TRUE OMNI-CHANNEL CUSTOMER CARE BY HCL TECHNOLOGIES

With the right solution, the right strategy, and the right partner you can get on the right track to increasing productivity, gaining actionable insights, and providing personalized omni-channel service to your customers.

### WHAT WE OFFER



A seamless and consistent experience for agents that will increase agent efficiency, reduce average handling time (AHT) per call, increase first call resolution, and decrease agent onboarding, leading to faster time to value for new agents.



Improved process optimization (as well as customer and employee satisfaction), by utilizing machine-learning driven insights, automated ticket triage with AI and IoT, and Virtual Agent support bots.



Deep subject matter expertise combined with Microsoft's fully integrated suite of products allow our customers to quickly implement an omni-channel solution, leading to delighted customers and long-term relationships.



Presenting the right resources at exactly the point of need frees up agents to work on high-value interactions, solve cases faster and avoid escalations, leading to an overall heightened customer experience.

### WHAT OUR CUSTOMERS ARE SAYING

*"Our team members were able to easily adjust to the platform and our customers now receive a seamless experience because of our investment in the Microsoft stack."*

– Allan Measor, Vice President, Business Transformation and Customer Enablement, Moneris

### LEARN MORE

HCL Technologies

[powerobjects.com/services/dynamics-365/customer-service/](https://powerobjects.com/services/dynamics-365/customer-service/)

866.770.3355



# Microsoft Dynamics 365

Transform on your terms with Microsoft Business Applications. Enable people to do their best work. Gain actionable insights. Thrive with solutions expressly built for change. Unlock next.

## KEY USE CASES



### SALES

Respond to changing business requirements with a flexible platform to rapidly create new solutions and ensure old solutions are never truly finished.



### SERVICE

Understand your customers better and respond more quickly by accessing internal and external relationship data.



### FINANCE AND OPERATIONS

Increase your return on investment with our agile and efficient Microsoft cloud solution.



### TALENT

Extend your virtual team and coordinate faster with a consolidated view of team members, activities, and responsibilities.



### MARKETING

Gain end-to-end visibility by connecting data from external markets, social, and legacy sources.

## WHY MICROSOFT DYNAMICS 365?

**Modern applications** that deliver new experiences and connect with businesses' existing systems to allow organization to digitally transform their own way. Applications that use mixed reality, the ability to take an application that overlays on the reality in front of users, that guides them through a business process like never before. Connect to information from social networks, mobile devices and micro-applications to drive intelligence and inform a more effective business process.

**Unified data and processes** that enables business without silos. Centralized data enables disparate groups to work together effectively via a single, trusted view of processes, relationships, and data. Data connectors allow thousands of systems to bring their data into a single network.

**Intelligence** that delivers actionable insight. Data in the new world includes social, relationship, and productivity information, in addition to insights generated by business systems. The right solution requires a unified approach that allows companies to automatically leverage their data to decide and act in real time with expanded analytics, predictive algorithms, and automated artificial intelligence.

**An extensible environment** that enables change. The right solution establishes a data, communication, and application environment that makes it easy to evolve and extend existing business operations, while introducing technologies that enable users to create solutions where no solution exists and to expand data analysis.

Learn more: [www.microsoft.com/dynamics365](http://www.microsoft.com/dynamics365)

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Microsoft  
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