

LLP CRM

Dynamics 365 Customer Service

IMPLEMENTATION · 4 WEEKS

Stand up a modern, AI-assisted service desk in one month. LLP CRM delivers a fixed-scope Dynamics 365 Customer Service implementation — from discovery to go-live in four weeks, configured to your processes and adopted by your team.

The challenge: Fragmented support channels, slow response times and limited visibility into service performance.

OUR APPROACH

- Week 1** **Discovery & design** — Map your case lifecycle, queues, SLAs, channels and reporting needs. Solution blueprint & success criteria.
- Week 2** **Core configuration** — Cases, queues, routing, entitlements & SLAs, knowledge base and security roles set up in your tenant.
- Week 3** **Channels, Copilot & automation** — Email / omnichannel, Copilot for Customer Service, Power Automate flows, dashboards and Power BI-ready reports.
- Week 4** **UAT, training & go-live** — Joint user-acceptance testing, core data migration, admin & agent training and go-live hypercare.

WHAT YOU GET

- ✓ Production-ready Customer Service environment
- ✓ Solution design & configuration workbook
- ✓ Cases, SLAs, queues & knowledge base
- ✓ Agent dashboards & reports
- ✓ Copilot for Customer Service enabled
- ✓ Core data migrated & validated
- ✓ Admin & end-user training
- ✓ Go-live hypercare support

PROVEN BY LLP CRM

We delivered the Dynamics 365 **Customer Service Hub for Up Česká Republika** (unified request handling across internal and external channels, ~50 users), boosted customer care at **Odlo International**, and run service & claims operations for **Trupanion (PetExpert)** across the DACH region.

WHY LLP CRM

10+

YEARS DELIVERING CRM

100+

CUSTOMERS

40+

COUNTRIES

25

CERTIFIED CONSULTANTS

Faster response times · higher agent productivity · better service visibility

10+ years of CRM delivery · 100+ customers · 40+ countries

Trusted by organizations such as Scania · Raiffeisenbank · O2 · Dormer Pramet · Odlo · Up ČR · Cyrrus · Trupanion. A fully certified Dynamics 365 consulting team combining deep product expertise with sector knowledge.

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