

NEXER

10 Day Assessment for Microsoft Contact Center Implementation

Deliver intelligence, automation, and efficiency across channels through a Copilot-first contact center that works with existing CRMs.

Make sure your business needs are covered

Our teams will conduct a detailed study, architecture, and requirements mapping for the implementation of the Microsoft Contact Center, ensuring a smooth and efficient transition or deployment



Assessment Details

- Day 1-2: Kick-off Meeting and Information Gathering
- Day 3-4: Requirements Analysis
- Day 5-6: Technical Evaluation
- Day 7-8: Workshops and Solution Architecture
- Day 9: Artificial Intelligence with Copilot
- Day 10: Review, Validation, and Final Presentation

Deliverables

- Detailed assessment report
- Proposed architecture design
- Implementation and migration plan

Leverage the best of AI

- Best practice recommendations.
- AI use cases with Microsoft Copilot.

Benefits

- Clear vision of requirements and necessary architecture.
- Early identification and mitigation of risks.
- Structured planning for successful implementation.
- Leveraging AI capabilities to optimize operations and enhance customer experience.

Comprehensive vision for service

Microsoft offers comprehensive, composable solutions for service including cloud contact center, CRM, and generative AI.

Infused with enterprise-grade generative AI

Our contact center integrates Copilot across the service journey, from self-service to service representative interactions, wrap-ups, and reporting

Built for extensive scale and reliability

Dynamics 365 Contact Center was built from the ground up for scalability, reliability, and security on modern cloud infrastructure