



## Catalyst Envisioning: Connected Call Center, 5-day, Workshop

### Our experts are here to help you solve key challenges such as:

---

- Increase first touch resolution rates and empower your agents
- Reduce unnecessary contacts and expand self-service capabilities
- Increase customer experience & retention with seamless omnichannel engagement
- Scale your service team with a distributed workforce

### Your customers. Your people. Your data.

The service and support industry is undergoing a massive transformation due to new consumer preferences, experiences, and expectations. Consumers demand seamless self-service experiences and personalized interactions in their preferred channel of choice – available at their fingertips.

Differentiate your business with an intelligent and innovative call center solution to exceed your customer expectations and envision the future state of your customer service center today.

### Let's ideate together

Meet with our experts and run an envisioning workshop, where we can ideate together with our full range of experienced and dedicated teams that can assist with deep knowledge sharing and interesting suggestions and ideas to elaborate your core business with Dynamics 365 Customer Service.

The assignment will consist of different workshops:

Day 1 Observation study is made where we get to know your organization and decide scope and focus area for the Envisioning study

Day 2 Envisioning workshop where vision, ideas, challenges & opportunities are generated and prioritized for the focus area

Day 3 The documented result will be validated

Day 5 The result is presented for the stakeholders with an action plan As a result of the workshop an executive summary will be delivered incl., challenges & opportunities, top actionable plan with next steps.

### How Nexer Dynamics can help

#### Leading digital transformation for contact centers

With global presence and years of experience we have created an immersive solution to drive the omni-channel approach for innovation and implementation of the next-gen call centers.

**NEXER**

*CATALYST ENVISION CONNECTED  
CALL CENTER*

# What is Microsoft Catalyst?

Build, plan, and execute business transformation strategies with a proven, innovative approach from Microsoft Catalyst—an envisioning and planning program that employs Microsoft Dynamics 365, the Microsoft Power Platform, and the Microsoft Cloud. Your business transformation starts with an I.D.E.A.

Start by finding the transformation strategy that's right for you. Define and prioritize your strategy using development activities, then foster ideation and drive decision making with an envisioning workshop.



## Inspire

Imagine a future state solution for your business

## Design

Discover what's possible by aligning technology investments to business goals

## Empower

Empower others in your organization to see the value

## Achieve

Achieve business outcomes and improved customer experiences

➤ Envisioning Workshop

➤ Business Value & Solution Assessment

➤ Solution Demonstration

➤ Transformation Plan

For more information visit: <https://dynamics.microsoft.com/en-us/microsoft-catalyst/>

We use the latest Microsoft Cloud-based technologies to empower transformation while keeping the core business solution and improving it with new vision and tools to further expand and develop the success of the company. By maintaining the integrity and trust from the employees and to further deepen the relationships with the customers we ensure a solution that can grow with the company and the customers in scalability and flexibility to change the business model ahead of the market.

This will ensure that your company stays competitive without risking the key factors that have enabled the success of your company culture and we make sure to help you keep that edge and boost it further.

## Get Started

Request an envisioning workshop today!

Contact Bengt Arktedius - [bengt.arktedius@sigma.se](mailto:bengt.arktedius@sigma.se)

Continuous improvements are developed together with Microsoft. For the latest information always contact your local Sigma office.