

Microsoft DCCP PoC

Use Cases, User Stories and our Approach



NTT DATA

Microsoft DCCP PoC

See DCCP with your data

According to templates we provide you can migrate your exemplary data to the PoC.

See DCCP in action

Look & Feel DCCP in real life, try out, find out and make your own experiences.

Plan next steps

Guided by the knowledge and experience of our experts evaluate and define your own roadmap to improve your Contact Center experience...!

NTT DATA Microsoft DCCP PoC

Choose between three different levels of complexity - or give us your requirements



• Size S

Our best-practice approach that should be quick and easy to understand.



• Size M

Like S, but with additional routing options and deeper collaboration.



• Size L

Like M, but with advanced skill base routing and swarming functionality.

PoC Description (Size = Small)

18 user stories

PoC Goals

Your organization aims a DCCP proof-of-concept to evaluate the underlying technology, processes, integrations, administration and look & feel.

MSFT DCCP in your own business context – NTT DATA's PoC approach:

- PoC Backlog definition (we will provide NTT DATA's best-practice-scenario)
- The following topics will be evaluated:
 - High-level support processes
 - Support teams & organization
 - Virtual agents & channel integration
 - Routing processes
 - Agent workspace
 - MS Teams & Copilot Integration

With our DCCP PoC you can decide about future implementation and roll-out scenarios.

PoC Description

Use Case 1: Bot-Resolution / 4 user stories

Design and implementation of virtual agents for serving customers in different channels and languages.

Use Case 2: DCCP Base / 7 user stories

PoC team develops the basic functionality supporting the (human) DCCP agents and integrates with the major technical components involved.

Use Case 3: CC Agent-Resolution / 2 user stories

Implementation of the PoC functionalities around the targeted agent case resolution processes.

Use Case 4: CC SME-Resolution / 2 user stories

Implementation of the PoC processes functionalities around the Subject Matter Expert collaboration processes.

Use Case 5: CC Supervisor / 3 user stories

PoC team develops the functionalities for supporting the Supervisor processes, e.g. monitoring, joining conversations.

Targeted results

- Support in analyzing and evaluating the major DCCP functionalities
- Implementation of corresponding use case functionalities
- Presentation of PoC results achieved

Offering

NTT DATA offers support for the implementation of the PoC functionalities with the goal of providing best-practice insides to evaluate future implementation, integration and roll-out.

PoC Description (Size = Medium)

24 user stories

PoC Goals

Your organization aims a DCCP proof-of-concept to evaluate the underlying technology, processes, integrations, administration and look & feel.

MSFT DCCP in your own business context – NTT DATA's PoC approach:

- PoC Backlog definition (we will provide NTT DATA's best-practice-scenario)
- The following topics will be evaluated:
 - High-level support processes
 - Support teams & organization
 - Virtual agents & channel integration
 - Routing processes
 - Agent workspace
 - MS Teams & Copilot Integration

With our DCCP PoC you can decide about future implementation and roll-out scenarios.

PoC Description

Use Case 1: Bot-Resolution / 5 user stories

Design and implementation of virtual agents for serving customers in different channels and languages.

Use Case 2: DCCP Base / 10 user stories

PoC team develops the basic functionality supporting the (human) DCCP agents and integrates with the major technical components involved.

Use Case 3: CC Agent-Resolution / 3 user stories

Implementation of the PoC functionalities around the targeted agent case resolution processes.

Use Case 4: CC SME-Resolution / 3 user stories

Implementation of the PoC processes functionalities around the Subject Matter Expert collaboration processes.

Use Case 5: CC Supervisor / 3 user stories

PoC team develops the functionalities for supporting the Supervisor processes, e.g. monitoring, joining conversations.

Targeted results

- Support in analyzing and evaluating the major DCCP functionalities
- Implementation of corresponding use case functionalities
- Presentation of PoC results achieved

Offering

NTT DATA offers support for the implementation of the PoC functionalities with the goal of providing best-practice insides to evaluate future implementation, integration and roll-out.

PoC Description (Size = Large)

29 user stories

PoC Goals

Your organization aims a DCCP proof-of-concept to evaluate the underlying technology, processes, integrations, administration and look & feel.

MSFT DCCP in your own business context – NTT DATA's PoC approach:

- PoC Backlog definition (we will provide NTT DATA's best-practice-scenario)
- The following topics will be evaluated:
 - High-level support processes
 - Support teams & organization
 - Virtual agents & channel integration
 - Routing processes
 - Agent workspace
 - MS Teams & Copilot Integration

With our DCCP PoC you can decide about future implementation and roll-out scenarios.

PoC Description

Use Case 1: Bot-Resolution / 6 user stories

Design and implementation of virtual agents for serving customers in different channels and languages.

Use Case 2: DCCP Base / 12 user stories

PoC team develops the basic functionality supporting the (human) DCCP agents and integrates with the major technical components involved.

Use Case 3: CC Agent-Resolution / 4 user stories

Implementation of the PoC functionalities around the targeted agent case resolution processes.

Use Case 4: CC SME-Resolution / 3 user stories

Implementation of the PoC processes functionalities around the Subject Matter Expert collaboration processes.

Use Case 5: CC Supervisor / 3 user stories

PoC team develops the functionalities for supporting the Supervisor processes, e.g. monitoring, joining conversations.

Use Case 6: CC Swarming-Requests / 1 user stories

PoC team develops the functionalities for creating and managing swarm-requests to solve highly complex cases.

Targeted results

- Support in analyzing and evaluating the major DCCP functionalities
- Implementation of corresponding use case functionalities
- Presentation of PoC results achieved

Offering

NTT DATA offers support for the implementation of the PoC functionalities with the goal of providing best-practice insides to evaluate future implementation, integration and roll-out.

PoC – Work package overview (1/2)*

Work package		Size “S” Scope	Size “M” Scope	Size „L“ Scope
W1	Preparation: Scoping-Workshop Organizational preparation of the scoping workshop, review of documents	<ul style="list-style-type: none"> • Coordination for date & location selection • Stakeholder & participants identification • Briefing on current processes around the topic of AI-Powered DCCP 	Same as previous size "S"	Same as previous size "S"
	Execution: Scoping Workshop Refinement of requirements and ideas aimed for technical implementation (business and technical analysis)	<ul style="list-style-type: none"> • Discuss & refine the concrete requirements • Set up, analyze and prioritize the backlog • Develop first ideas to map the custom needs to system components & functions • Identify and agree next action steps 	Same as previous size "S"	Previous size "M" plus: <ul style="list-style-type: none"> • 2x focus workshops, instead of one
1	Use Case 1: Bot-Resolution Design and implementation of virtual agents for serving customers in different channels and languages	<ul style="list-style-type: none"> • Implement intelligent virtual agent conducting simple dialogues (voice/text) • Integrate knowledge in D365 and Web • Extend the basic bot to accomplish escalation to human DCCP agents 	Previous size "S" plus: <ul style="list-style-type: none"> • Extend the virtual agent to include an additional data source (data sink) 	Previous size "M" plus: <ul style="list-style-type: none"> • Expand the virtual agent ability to support more topics & conversation turns
	Use Case 2: DCCP Base Set-Up DCCP-Environment Implement the basic functionality to support (human) agents	<ul style="list-style-type: none"> • Agent organization, tooling & workspace • Implement simple skill-model for routing • Channel integration & workstreams • Setup case history and knowledge base 	Previous size "S" plus: <ul style="list-style-type: none"> • Extend the D365 knowledge base with custom articles (MS Word, Web/HTML) • Use of custom templates (Email, MS Word) 	Previous size "M" plus: <ul style="list-style-type: none"> • Support of digital signatures (DocSign) • Support of twin-environments (DEV/UAT) & custom deployment methods

* Details, assumptions and limitations see “PoC-Backlog.xls”

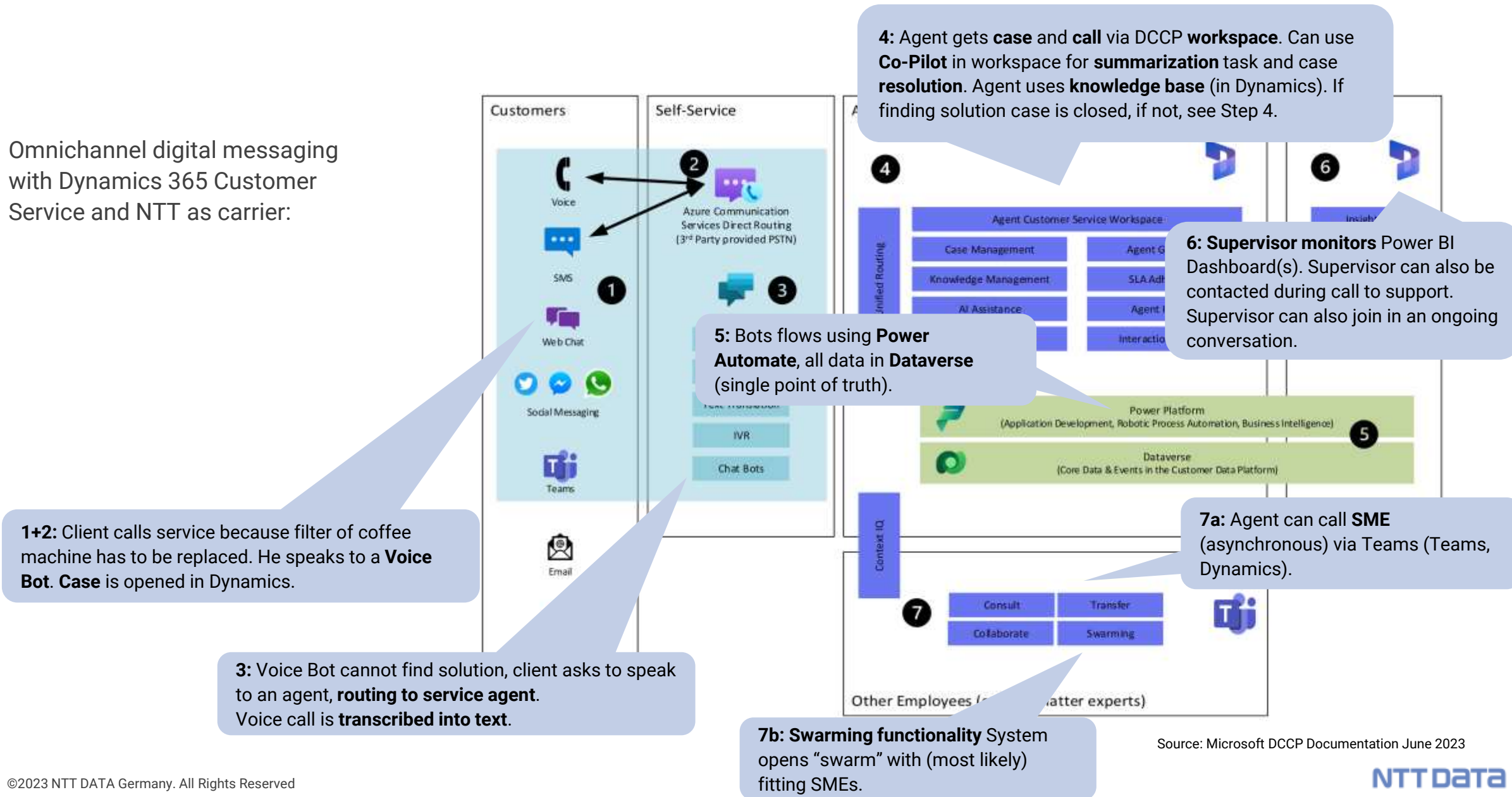
PoC – Work package overview (2/2)*

	Work package	Size “S” Scope	Size “M” Scope	Size „L“ Scope
3	Use Case 3: Agent Resolution Implementation of the PoC functionalities regarding the targeted agent case resolution	<ul style="list-style-type: none"> Implementation of simple rule-based routing model Activation and configuration of the AI-based support functionalities (Copilot) 	Previous size “S” plus: <ul style="list-style-type: none"> Extend to included Unified-Routing algorithms and extended Skill-Based-Routing (SBR) 	Previous size “M” plus: <ul style="list-style-type: none"> Advanced Skill-Based-Routing based on a standardized ML-Model (Intelligent Skill Finder, Sentiment-based Routing, Effort-based Routing)
4	Use Case 4: SME Resolution Implementation of the PoC functionalities regarding the Subject Matter Expert (SME-) collaboration processes	<ul style="list-style-type: none"> Activation of DCCP build-in collaboration tools (Voice / Text) Activation and configuration of the MS Teams integration functionalities 	Previous size “S” plus: <ul style="list-style-type: none"> Extend the MS Teams configuration for allowing to link records between D365 & MS Teams (custom groups/channels) 	<i>Same as previous size “M”</i>
5	Use Case 5: Supervisor Implementation of the PoC functionalities regarding the Supervisor processes	<ul style="list-style-type: none"> Activation of the standardized Monitoring capabilities build-in the DCCP, incl. Join or Take-over of active conversations Activation and configuration of the DCCP standard reports for team-performance 	<i>Same as previous size “S”</i>	<i>Same as previous size “S”</i>
6	Use Case 6: Swarming-Request Implementation of the PoC functionalities regarding the "swarming" principles	<i>Not available for this size</i>	<i>Not available for this size</i>	<ul style="list-style-type: none"> Analysis & design of custom skill-model Implementation of the swarming procedures & MS Teams integration+ Activation of the swarm-requests

* Details, assumptions and limitations see “PoC-Backlog.xls”

DCCP PoC Overview

Omnichannel digital messaging with Dynamics 365 Customer Service and NTT as carrier:



Source: Microsoft DCCP Documentation June 2023



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