

Vision and Value

Dynamics 365

Dynamics 365 ContactCenter - Vision and Value

Craft a comprehensive vision for the future state of your contact center, emphasizing distinct business outcomes, key success metrics and capitalizing on our expertise in contact center integrations..

This offering is available in english and german lanuage

The goal of this engagement is to give you a full overview of Dynamics 365 Contact Center (Bring your Own CRM - Salesforce, ServiceNow, etc.) or Dynamics 365 Customer Service Premium (Contact Center with Dynamics as your CRM).

We will conduct the following modules during the engagement:

Module 1: Assess

Goal: Evaluate the current state of your Contact Center and CRM system to identify gaps, inefficiencies, and areas for improvement.

Output: Gap analysis, desired business outcomes and measures of success, solution priorities.

Module 2: Art of the Possible

Goal: Build confidence by driving the vision for business process transformation and articulating the value of migrating to Dynamics 365 Contact Center, enhanced with AI capabilities.

Output: Understanding of prioritized scenarios and targeted business personas.

Module 3: Build the Plan

Goal: Create a standard business value analysis and proposal for moving into the Implementation Phase via an MVP.

Output: Project plan and SOW, boardroom-ready business case.



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