



Digital Consulting Services

# Dynamics Case Management

Having full visibility to case information ensures actions are taken quickly and seamlessly.

## Why customers use our case management solution.

- Connected Cases
- Consolidated view of Information
- Multi-channel support
- Management dashboards and analytics
- Unified knowledge

When it comes to case management, time isn't just money – it gets to the heart of the customer experience..

Resolving queries and issues quickly and seamlessly ensures your clients and customers understand that they really are at the heart of everything you do. When everything you need is laid out before you, it's easy. Track your customer requests and issues efficiently and act on them quickly with purpose designed forms, a complete view of customer touch points, a unified timeline of customer interactions across all channels, and an easy way to search and interact with related information.

## Leverage the NTT advantage for your case management solution

### Speed Up

- Solution accelerators
- Fast start deployment options
- Agile methodology
- Incremental delivery

### Omni-channel

- Web and mobile deployment
- Contact Centre expertise
- Unified collaboration services
- Integration expertise

### Reduce Risk

- Track record of delivery
- Solution flexibility
- Scalability
- On-going managed services



### Get in touch

If you'd like to find out more about our Cloud Foundation Services or scope out an assessment exercise, speak to your client manager or [contact us](#).