

DYNAMICS 365 WHATSAPP INTEGRATION

WHATSAPP COMMUNICATION CHANNEL



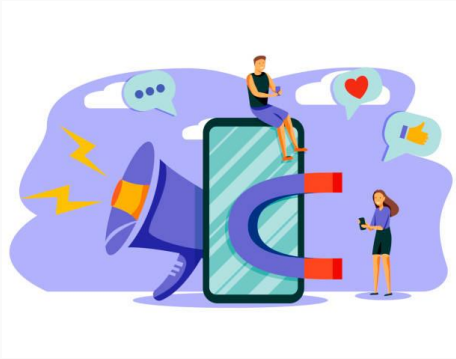
WhatsApp

USE **WHATSAPP** AS
COMMUNICATION
CHANNEL FOR
CUSTOMER
ENGAGEMENT
SCENARIOS



WHATSAPP COMMUNICATION CHANNEL

Possibles use cases



Add whatsapp channel for your outbound and real-time marketing

Manage and send push notification to your customers and collaborators



Add the whatsapp channel to offer a more complete and modern customer care service, using both chatbots and live chats



Add chat control in Dynamics 365 entity forms for one to one chat:

- Channel for salesmans to keep in touch with customers and monitoring the chat
- Channel for customer service to keep in touch with customers and monitoring the chat



WHATSAPP COMMUNICATION CHANNEL

Our offer

- Support to adopt, configure and manage the Whatsapp channel and numbers (via Meta Business Account, Whatsapp Developer API or Twilio API)
- Analysis of business scenario and requirements
- System integration of the solution



MICROSOFT PLATFORM



MICROSOFT PLATFORM

Business applications suite

Customer Engagement Apps



Dynamics365
Sales + Viva Sales



Dynamics 365
Marketing



Dynamics 365
Customer Service



Dynamics 365
Field Service



Dynamics 365
Remote Assist

Low-code Innovation



Power
BI



Power Virtual
Agents



Power
Apps



Power
Pages



Power
Automate

Insights & Analytics



Dynamics 365
Insights applications



Power BI

Sales

Marketing

Field Service

Customer Service

Customer
Engagement

Productivity & Collaboration



Teams



Excel



Word



PowerPoint



Outlook

ISV Solutions

Pre-Built Apps

Vertical Solutions

LOB Apps



Data
Connectors

Common
Data Model

Azure OpenAI Service



THANKS!

www.clusterreply.it



c.ippolito@reply.it