

Dynamics 365 Customer Service

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Microsoft Partner



ABOUT US

Especialistas em Business Applications

Desenvolvemos projetos complexos, de médio e grande porte, com alto valor agregado em Dynamics 365 & Power Platform.

+20

Anos de
História

+80

Colaboradores
Smarters

+500

Projetos
Entregues



Conheça nossa Equipe



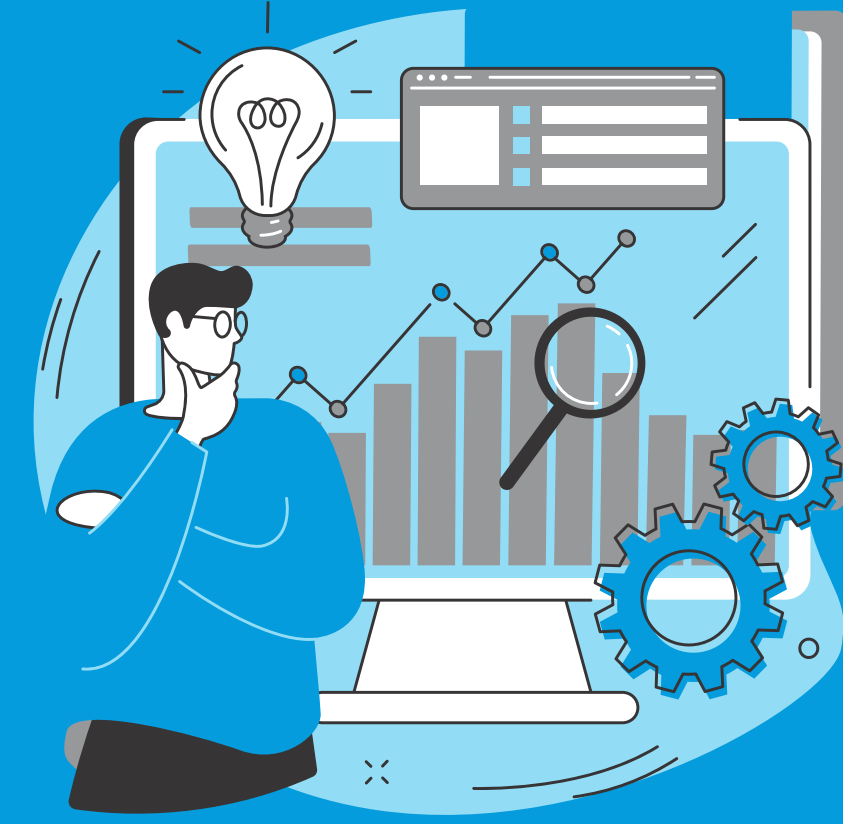
Vendas

Equipe formada por Consultores Especialistas em Negócios.



Pré-Vendas

Equipe formada por Equipe Especializa em Tecnologias Microsoft.



Customer Success

Equipe formada por profissionais comprometidos com os resultados dos projetos dos clientes.

DYNAMICS 365 CUSTOMER SERVICE

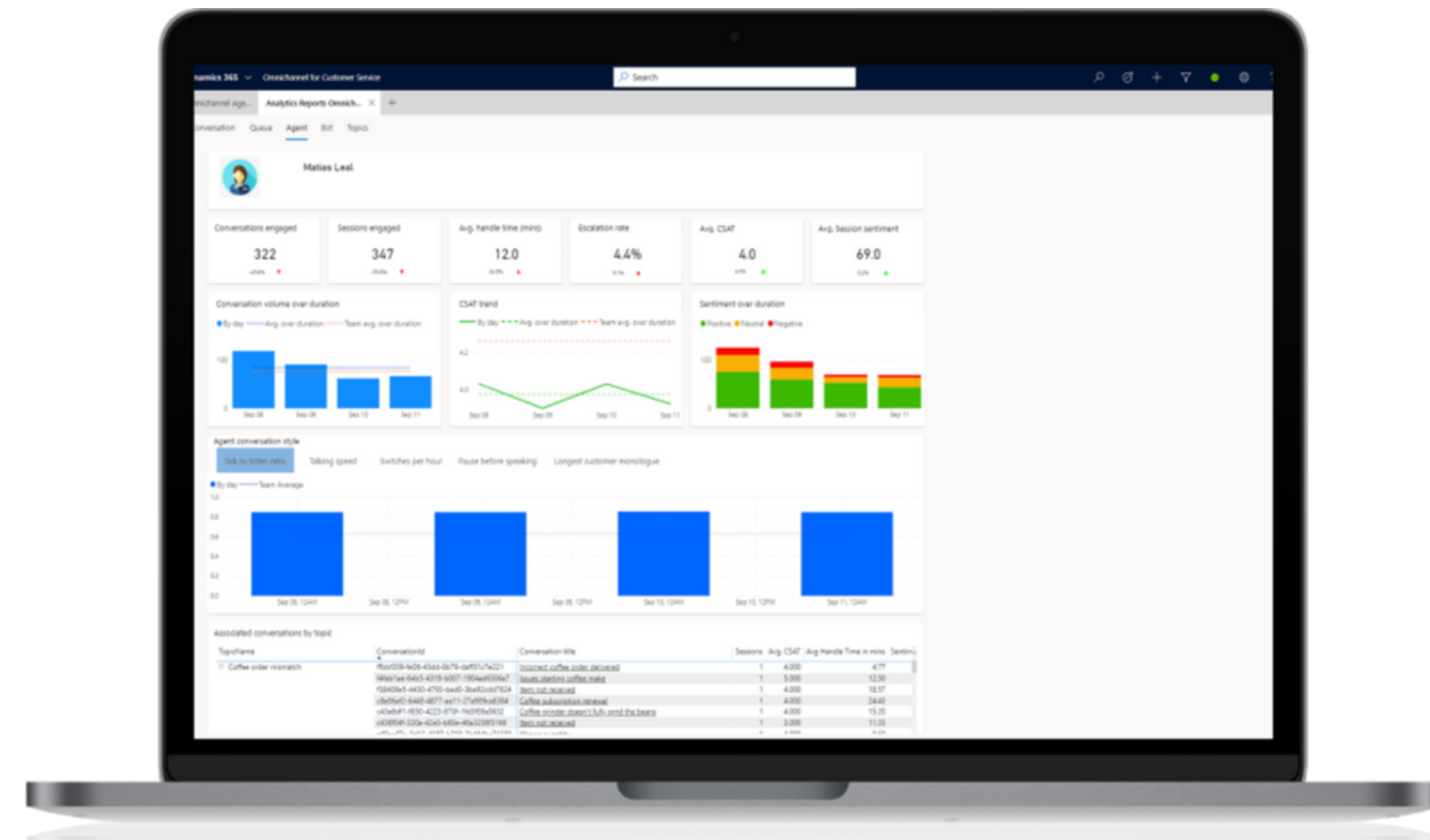
Omnichannel

Ofereça um serviço de atendimento ao cliente personalizado em todos os canais.

Elimine as suposições na resolução de casos, permita que seus agentes possam agir no momento certo.

Aumente as taxas de correção inicial e a experiência do cliente.

Unifique e conecte dados, simplificando o dia a dia dos seus agentes e clientes.



Ao potencializar seus agentes de atendimento com visualizações de 360° dos Clientes utilizando o Dynamics 365 Customer Services, sua empresa personalizará cada interação com o cliente rapidamente, humanizará cada momento e poderá multiplicar suas receitas.



DYNAMICS 365 CUSTOMER SERVICE

Experiências Personalizadas

05:44 Positive

Mae Gibbs
Customer

Matias Miller
Primary

Knowledge article suggestions

How to fix watch screen flickering

This would be the best way to make sure to fix your new watch screen it is flickering a...

91% confidence Was this relevant? Yes No

Dynamics 365 Customer Service workspace Home Customer summary

Search

Customer summary My contacts Bing KB article

05:44 Positive

Mae Gibbs
Customer

Matias Miller
Primary

Transcript

Call started at 9:45 AM

Hello, this is Abby with Contoso Customer Support. How are you doing today?

Mae Gibbs 00:00:51

Hello, I am good. I have a question about my smart watch's screen

Of course, Tell me more a and whats wrong with the

Mae Gibbs 00:01:20

My watch screen has been flick

Details

Search customer Mae Gibbs

Contact Mae Gibbs

Northwest Park Service

+1-425-555-0154

Mae.Gibbs@outlook.com

Conversation Summary

Conversation details

Search issue Smart watch screen flicker

Case Smart watch scr...

Products

Normal

Active

Recent Cases

Watch power supply troubleshooting

Linked records Case

Timeline

Auto-post on incorrect order

Note modified by Alex Allman

Smart assist

Knowledge article suggestions

How to fix watch screen flickering

This would be the best way to make sure to fix your new watch screen it is flickering a...

91% confidence Was this relevant? Yes No

Screen flickering

With the recent update we have been experiencing screen flickering across mult...

80% confidence Was this relevant? Yes No

Device screen problems

Here are some troubleshooting options if you are experiencing any device screen pr...

75% confidence Was this relevant? Yes No

Similar case suggestions

Watch screen problem

Resolved 7/1/2020 Lisa Johnson

Resolved by sharing KB article 3: How to fi...

89% confidence Was this relevant? Yes No

Screen flickering

Resolved 7/15/2020 Lisa Johnson

Resolved by sharing KB article 3: Screen fl...

73% confidence Was this relevant? Yes No

Transcript

Call started at 9:45 AM

Hello, this is Abby with Contoso Customer Support. How are you doing today?

Mae Gibbs 00:00:51

Hello, I am good. I have a question about my smart watch's screen

PARA DYNAMICS 365 FIELD SERVICE

Soluções Smart



Treinamento e Implantação

Configuração, importações iniciais, capacitação da equipe no uso do software.



Desenvolvimento e Integrações

Personalizações para atender necessidades exclusivas de processos.



Suporte e Sustentação

Apoio e ajustes na utilização da automação para extrair os melhores resultados.



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