Modernize Customer Service Experience with Sonata's IntelliKontact

Despite the digital age's demand for effortless, secure, and consistent experiences across channels, many contact centers still rely on outdated systems. These obsolete technologies bring about a slew of challenges, such as disconnected systems, a limited view of customer journeys, high professional service costs, and complex operations.

Sonata, with its track record of providing world-class CX solutions to global businesses, will leverage its **Sonata IntelliKontact** (built around Microsoft's Customer Experience Platform) to help contact center companies modernize and build an integrated Digital Contact Centre system that:

- Enables omnichannel engagement and intelligent self service
- Personalizes and safeguards customer interactions
- Improves agent productivity and modernizes case management
- Increases customer acquisition and revenue
- Drives IT infrastructure simplicity , flexibility and innovation

Enterprises that want to modernize their legacy applications or wishes to build digital platforms or wishes to take advantage of the incremental value adds that the solution offers, can take benefit of it.

The Solution is built on

Dynamics 365 + Nuance + Power Platform + Teams + Azure

We leverage our Platformation™ approach to provide templatized solutions based on industry specific use cases to deliver a global and consistent customer experience across. With our AI, Data and Automation assisted solutions we help to drive intelligence in operations, experience and compliance.

Full Implementation

- Full Implementation would encompass implementation of the different solution components
- Can be supersized with D365 CE Sales, Marketing and Field Service Modules
- **Templatized based on Industry specific Use cases**
- Aided by **Generative AI capabilities**, **CoPilot and Bot functionalities** is crafted to empower Contact Centers to enhance customer interactions and drive exceptional results
- **Integration with Voice of Customer** to capture Aspects of Service through automated Surveys

OPTIONS AVAILABLE
- Modernization – OP2OL
- Digitization – For Customers who are already on cloud version of CRM i.e., D365 CE

TARGET SEGMENTS
- Customers who are on Microsoft stack

Surround Strategy

- Implementation would encompass **implementation of selected solution components**
- **OOB Connectors** available makes it easy for the Customers who are using an already existing System
- 900+ Connectors available as on date for connecting a wide array of 3rd Party Systems
- **Gen AI capabilities and Bot functionalities** can be used
- **Industry specific templatized approach**
- Enables the Customers to take advantage of the incremental functionalities that are not present in their current setup
- SFDC Customers may take advantage of the Conversational AI/Collaboration through Teams feature provided in the System
- Genesys Customers may take the advantage of the Case Management functionality not available therein.

OPTIONS AVAILABLE
- Digitization – Expanding the existing functionalities in order to provide a seamless experience

TARGET SEGMENTS
- Customers who are not on Microsoft stack

Component Strategy

- Subset of the Surround Strategy
- Encompasses implementation of the Conversational and Gen AI features
- **Templatized based on Industry specific Use cases for Nuance**
- Connectors available for connecting to a wide array of Contact Centre Enterprises

OPTIONS AVAILABLE
- Digitization – Expanding the existing functionalities in order to provide a seamless experience

TARGET SEGMENTS
- Customers who are on Non-Microsoft Stack

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With 15+ years of experience in Microsoft Technologies with 400+ deployments across Geos, Proven expertise in framework assisted Assessment, Migration and Learning to aid implementation and a Global team of SMEs possessing in-depth product knowledge gained from being a part of the Microsoft Product Engineering Team will ease in assessing the current situation, Sonata is the one-stop-shop if you are looking for an integrated and comprehensive contact center solution.

Know more (https://www.sonata-software.com/digital-contact-centre) about the benefits of **IntelliKontact** .