

Microsoft Dynamics 365 Customer Service Express

Deliver exceptional customer experiences by streamlining case management, automating routine tasks, and actioning valuable insights.

Price starting at

\$60K

7-week engagement

In today's fast-paced business environment, efficiency and collaboration are key to staying ahead. Microsoft Dynamics 365 Customer Service Express has been designed to empower your organization with tools that enhance teamwork and drive productivity, and effectively manage support and request activity.

MNP Digital's Microsoft Dynamics 365 Customer Service Express offer will accelerate your adoption, allowing your organization to rapidly benefit from the solution's core capabilities with minimal customization. Throughout this engagement we will help you centralize customer data, enhance team collaboration, and foster personalized customer interactions, leading to improved customer loyalty. And by integrating time-saving automated functionality into your team's daily support activities, you will quickly improve your overall customer support process and outcome.

Let our experts help you achieve greater service efficiencies, boost both employee and customer satisfaction, and enhance overall productivity with our Microsoft Dynamics 365 Customer Service Express offer.



Expected benefits

- ✓ Consistent service with uniform process
- ✓ Increased client relation
- ✓ Time saving by reducing response time
- ✓ Enhanced productivity
- ✓ Improved client satisfaction

What's included

To be tailored to your organization's needs.

Timeline	Activity	Description
Throughout engagement	Planning & administration	<ul style="list-style-type: none">• Collaborative work, fully guided by MNP Digital and supported by scenarios detailing communication, assessment, and more.
Week 1	Kickoff & discovery	<ul style="list-style-type: none">• Host initial meetings with stakeholders to understand vision and objectives• Conduct workshops to identify key processes for your D365 Customer Service solution and assess technical readiness• Perform fit/gap analysis to identify needed configurations (Note: Data migration, customization, and integration(s) estimation if needed*)
Week 2	Design & planning	<ul style="list-style-type: none">• Develop a detailed plan outlining your D365 Customer Service scope and implementation roadmap• Undergo initial cloud setup and company settings• High-level review of customer service business process
Week 3-6	Development & iteration	<ul style="list-style-type: none">• Configure/implement contact, account, and case entities• Enable Outlook and SharePoint integration• Configure Power Automate flows
Week 7	Review & delivery	<ul style="list-style-type: none">• Finalize and prepare for demonstration• Facilitate "Train the Trainer for Service" and administrator training sessions• Gather feedback and discuss next steps for scaling the solution• Project closure

**This Dynamics 365 Customer Service Express offer includes defined scope and deliverables. Extended scope or professional services (e.g. number of custom fields) can be added with additional cost; see your MNP Digital representative for more information.*

Reimagine how you work

Accelerate your operations, overcome obstacles, and achieve your goals, faster. Contact the MNP Digital team today for a discussion about how your business can benefit from this D365 Customer Service implementation.



Ready to Get Started?

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