

# Modernise Customer Service with Dynamics 365 Contact Center & Telefónica Tech

Transform with confidence through our Contact Center Maturity Roadmap

Run a modern, integrated customer service operation with Telefónica Tech's tailored solutions, powered by Microsoft Dynamics 365 Contact Center.

## Taking Customer Service to the Frontier

Today's customers expect quick, seamless, and personalised service. Microsoft Dynamics 365 Contact Center, delivered by Telefónica Tech, helps your business stay ahead by combining agility, insight, and innovation, taking customer service to the frontier with AI-powered tools.



### Contact Centre as a Service (CCaaS)

Our Contact Centre as a Service (CCaaS) solutions enable you to respond to customer needs in real time, improve satisfaction, and build lasting relationships.

-  Connect voice, SMS, web, mobile, email, and social channels
-  Personalise customer interactions using CRM data
-  Resolve queries faster with built-in automation and AI assistance
-  Maximise efficiency with seamless integration across customer service apps
-  Deliver a consistent, hassle-free experience in line with modern customer and colleague expectations

# Get it right with Telefónica Tech

Telefónica Tech is a leading Microsoft partner in the UK, combining advanced technology with deep industry expertise. With our customer-centric and partnership-oriented approach, we deliver tailored, scalable solutions that go beyond technology to help you drive growth.



## Expert

Industry-focused Dynamics 365 consultants bring in-depth domain knowledge, enabling a smooth transition and quicker ROI.



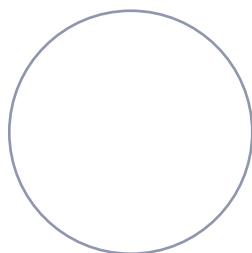
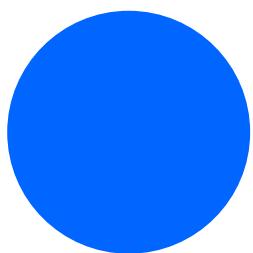
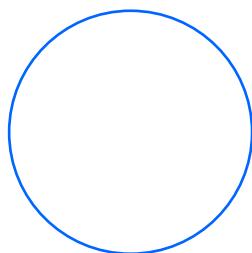
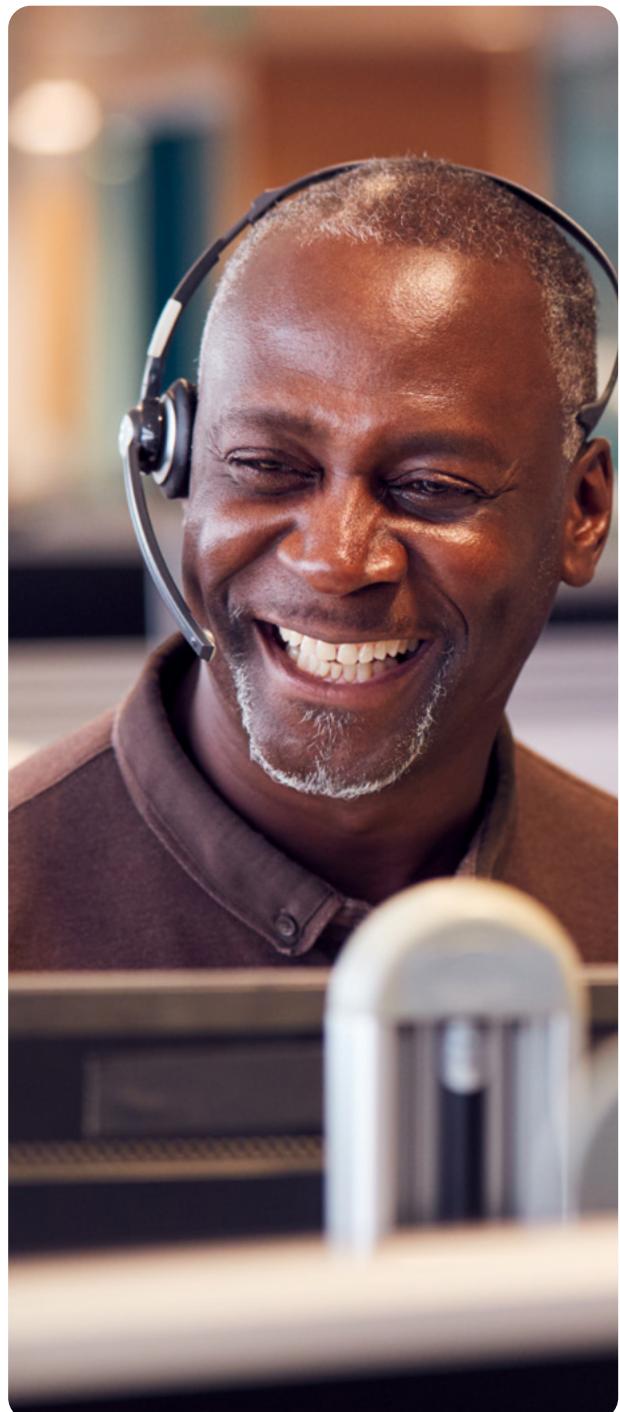
## Trusted

Proven methodology with Microsoft tools and accelerators tailored for UK organisations in Finance, Retail, Public Sector, and beyond.



## Partner

We partner with you to drive business growth, bringing the unique scalability to deliver end-to-end technology transformation.



# Offer: Contact Center Maturity Roadmap

Where to start? Look no further.

Telefónica Tech helps you navigate the complexities of upgrading your customer service technologies. Embark on our structured, 3-step programme guiding you to **adopt Contact Center with confidence**:

1

**Existing Landscape Assessment:** Evaluate your current customer service setup and identify inefficiencies holding back progress.

2

**Guided Discovery & Scoping:** Evaluate your current customer service setup and identify inefficiencies holding back progress.

3

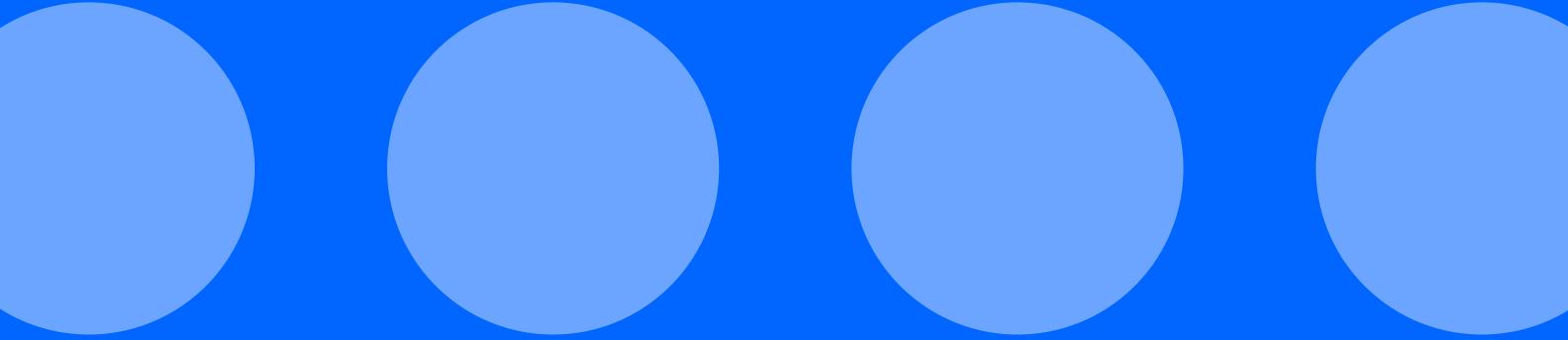
**Personalised Adoption Roadmap:** Establish a tailored approach to adopting the identified Dynamics 365 Contact Center solution.

Come away with a detailed plan to successfully transform customer service at your organisation.

## Get started

Get in touch to schedule a demo, learn about pricing, and explore how AI-powered customer service can accelerate satisfaction and operational efficiency.

Get in touch 



## Leading the Way in *Digital Transformation* for our Customers

Telefónica Tech unlocks the power of integrated technology, bringing together a unique combination of the best people, with the best tech and the best platforms, supported by a dynamic partner ecosystem to make a real difference to every business, every day.