



Modernise Contact Centre: Half-day briefing

Xpedition, a member of the prestigious Microsoft Inner Circle and experts in guiding organisations on their customer experience transformation projects. Leveraging Microsoft Dynamics 365 Customer Insights, Customer Service and Sales, Microsoft Power Platform, and Microsoft Copilot AI, Xpedition empowers organisations to thrive, acting as a trusted partner for every step of the transformation journey.

Xpedition partners with Symity, a trusted Microsoft Solutions Partner, offering 'end to end' design, deployment, adoption and support services for Microsoft Teams Phone, Microsoft Contact Centres, Microsoft Teams Rooms, Copilot for Microsoft 365, and Microsoft Security services in the UK and globally.

The Symity 'Microsoft Dynamics 365 - Modernise Contact Centre' briefing offers organisations a high level overview and a deeper dive into 'The Art of the Possible'. Exploring the features and capabilities of Microsoft's 'Contact Centre as a Service' (CCaaS) platform, the briefing demonstrates how effortless self-service can be delivered; how the platform accelerates agent-assisted services, and how it drives efficiencies to reduce costs.

Symity half-day briefing session inclusions:

- High Level overview of Microsoft Dynamics 365 Contact Center
- Deeper Dive - The Art of the Possible
 - Deliver effortless self-service
 - Modalities of Communication
 - Connectivity
 - Personalise self-service
 - Frictionless Conversations
 - Trusted Knowledge Sources
 - Accelerate agent assisted service
 - AI-powered unified routing
 - AI task automation
 - Holistic 360 degree agent view
 - Empower supervisors
 - Drive efficiency and reduce costs
 - Visualise
 - Optimise
 - Monitor
 - Next steps – IDEA framework
 - Inspire (Envisioning Workshop)
 - Design (Business Value and Solution Assessment)
 - Empower (Solution Demo)
 - Achieve (Action Plan)

Book a chat today
xpedition.co.uk/contact-us/

We have developed a unique Envisioning workshop as a next step. It provides in-depth guidance, consultancy and tangible outcomes to power their Microsoft Business Applications journey through the utilisation of Microsoft Dynamics 365 Contact Center.

Our goal is to help our clients significantly improve customer service and experience through more efficient handling of communications and interactions, with seamless integration to Microsoft 365 applications and either Dynamics 365 or a client's CRM.