



D365 Customer Service Solution

2-Day Assessment for D365 Customer Service Solution

2-Day Assessment of clients Customer Service processes to provide a plan for Dynamics 365 for Service deployment

This 2-day assessment provides a plan for Dynamics 365 for Customer Service deployment, to be held on-site at the client's facility.

The assessment will cover meetings with clients Customer Services processes and IT stakeholders.

Agenda

Day 1 | The assessment will cover meetings with Clients Customer Services and IT stakeholders. Discovery and Analysis of Clients current Customer Services system environment.

Day 2 | Creation of a detailed plan to highlight overall implementation\migration process, customizations, data migration and integration.

Deliverables

*By the end of the workshop, the customer will have a clear visibility into a Dynamics 365 for Customer Services implementation for its business processes.

