

Customer Engagement - 1 Wk PoC

A trial showing with your processes & data re-imagined in a customer centric approach. With your data & industry best practices to enhance your customer experience.

D365 Applications

- D365 Customer Sales
- D365 for Customer Service
- D365 for Customer Insights
- D365 for Field Service
- D365 Customer Engagement Mobile
- Common Data Service
- Outlook Connector

What to Expect

- Demonstration on how data augmentation can provide greater insights on your customer
- Defined processes to drive your sales, customer service, field service
- Provide operational Context in your productivity applications such as Outlook
- Mobile demonstration for those on the road
- How to leverage machine learning to drive better business decisions

Proof of Concept to enhance your Customer Engagement

This Proof of Concept is designed to address reimagining how your business approaches the customer experience & customer engagement. Our experts will spin up a trial instance of D365 for Customer Engagement, configure it with your data and provide a conference room pilot to your team and executives.

Agenda

Day 1 - Assessment & Data Collection

- ▲ Assessment of current processes
- ▲ Collection of Demo Data & Determination of Potential Automation

Day 2 - Setup and Trial Configuration

- ▲ Deploy trial environment & load sample data
- ▲ Begin Configuration

Day 3-4 - Finalize Configuration & Review

- ▲ Finalize Configuration
- ▲ Review with sponsor & adjustments

Day 5 - Conference Room Pilot

- ▲ Conference Room Pilot