



DYNAMICS 365 CUSTOMER SERVICE QUICK START

# Offer unparalleled service with Microsoft Dynamics 365.

◇ Treat your customers with the attention they deserve.

Consistent customer service, exceeding expectations as well as profitability and continuous follow-up business - these are the challenges in customer service. Because not only the type of communication is subject to constant change, the **expectations of your service quality are also increasing**.

**With Dynamics 365, you offer your customers the seamless service they expect** and can always provide them with all the information they need - whether on self-service portals on the web or in personal contact via email, chat or phone.



#### Self-service

- ◇ Knowledge articles and communities
- ◇ Virtual agents
- ◇ Portals



#### Agent productivity

- ◇ Relevance Search for Knowledge Base
- ◇ SLA and Entitlements
- ◇ Smart assist using bots
- ◇ Agent guidance using scripts and macros



#### Insights

- ◇ 360-degree customer view
- ◇ Performance & trends across channels
- ◇ Agent performance and utilization
- ◇ Feedback management



#### Proactive service

- ◇ Proactive chat customer engagement
- ◇ Remote device commanding (IoT)
- ◇ Proactive insights



#### Omnichannel engagement

- ◇ Personalized service across channels
- ◇ Unified routing for case and entity records
- ◇ Skills-based routing for work distribution



#### Central knowledge database

- ◇ Manage customers and employees
- ◇ Make strategic decisions based on the database
- ◇ Integrate Power BI to create relevant reports

# Licenses and Starter Pack

## Dynamics 365 Customer Service Enterprise

Customer Service Enterprise empowers businesses to provide a branded, personalized self-service experience that leverages an organized, searchable knowledge base to deliver consistent, up-to-date answers.

◇ 80,10 EUR (user/month)

## Dynamics 365 Customer Service Professional

Customer Service Professional for less complex scenarios with streamlined capabilities to provide core support functionality.

◇ 42,20 EUR (user/month)

## Dynamics 365 Customer Service Starter Pack

Dynamics 365 CS module set-up | Integration with Outlook | User training | Administrator training | Support

◇ 5.500 EUR

## Additional services & functionalities

<b>Customer feedback survey</b>	<b>1.200,00 EUR</b>
<b>Relationship sales</b>	<b>1.200,00 EUR</b>
<b>Approval process</b>	<b>1.200,00 EUR</b>
<b>Document Management</b>	<b>600,00 EUR</b>
<b>Collaboration tools training</b>	<b>1.200,00 EUR</b>
<b>File drop</b>	<b>1.900,00 EUR</b>
<b>DocMan</b>	<b>2.900,00 EUR</b>
<b>Visit report</b>	<b>2.900,00 EUR</b>

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