



BETerna

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

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

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