

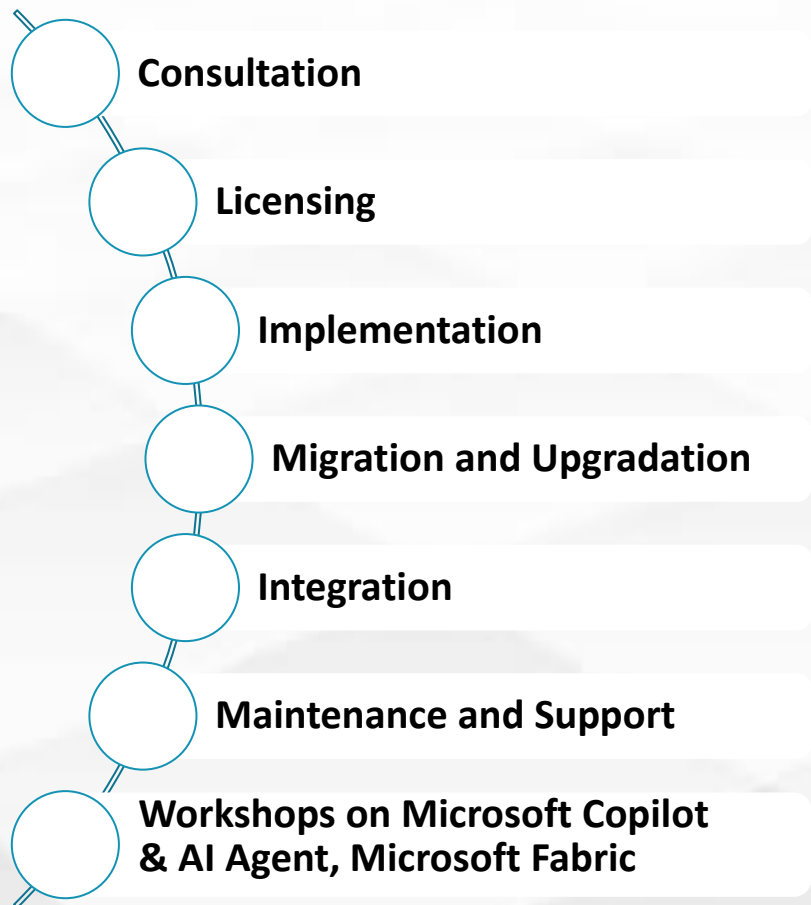


Microsoft
Solutions Partner

**Microsoft Training
Service Partner (TSP)**

Innovate | Integrate | Automate – Global Presence with Local Reach

Microsoft Solutions & Services



SMB – Mid-Market – Large Enterprise
&
All Business Verticals



Co-Pilot with AI Technology

Modern Workplace



Microsoft 365

Enterprise Application



Microsoft Dynamics 365

Data & AI

Microsoft Fabric



Low code Technology Solutions



Power Apps



Power Automate



Power BI



Copilot Studio

Microsoft Power Platform

Azure



Infrastructure
& Platform Services

Microsoft TSP
[Training Service Partner]

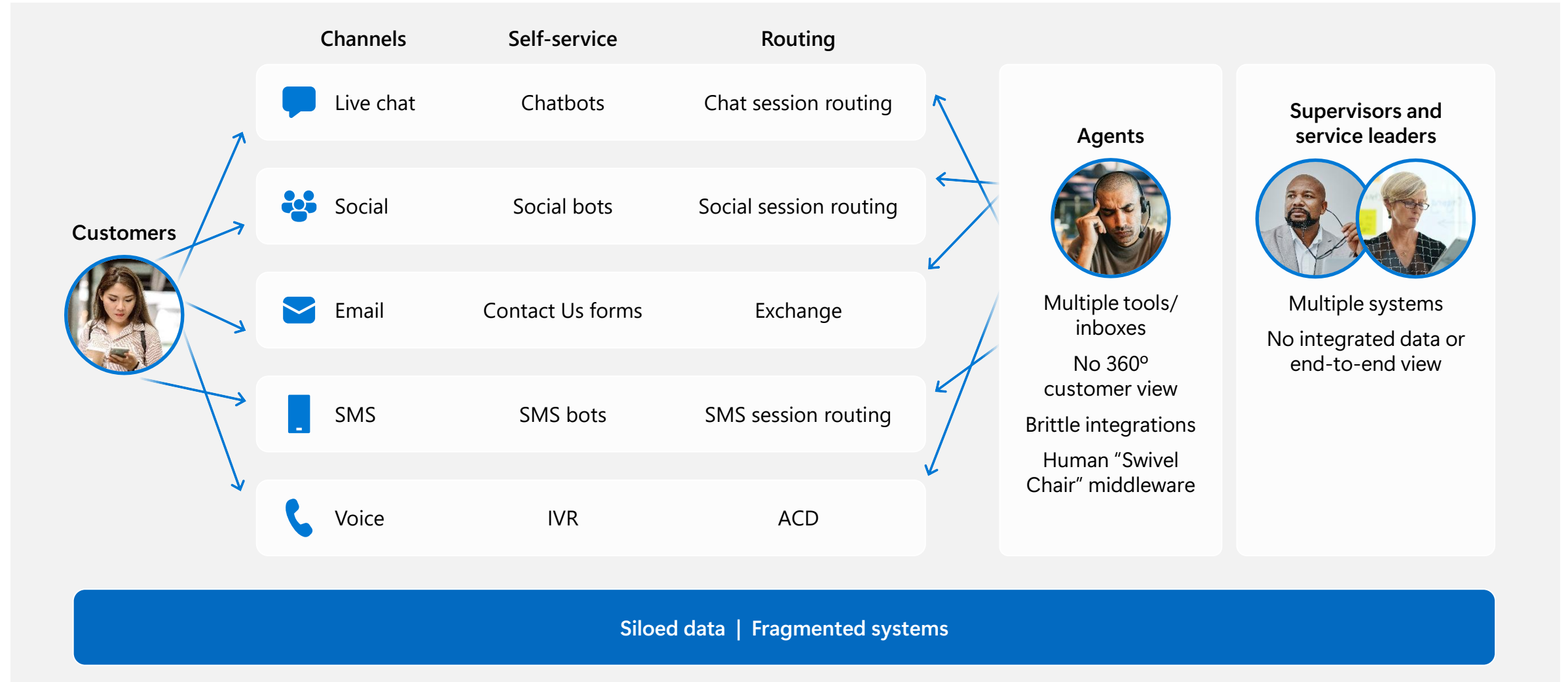
Training Services



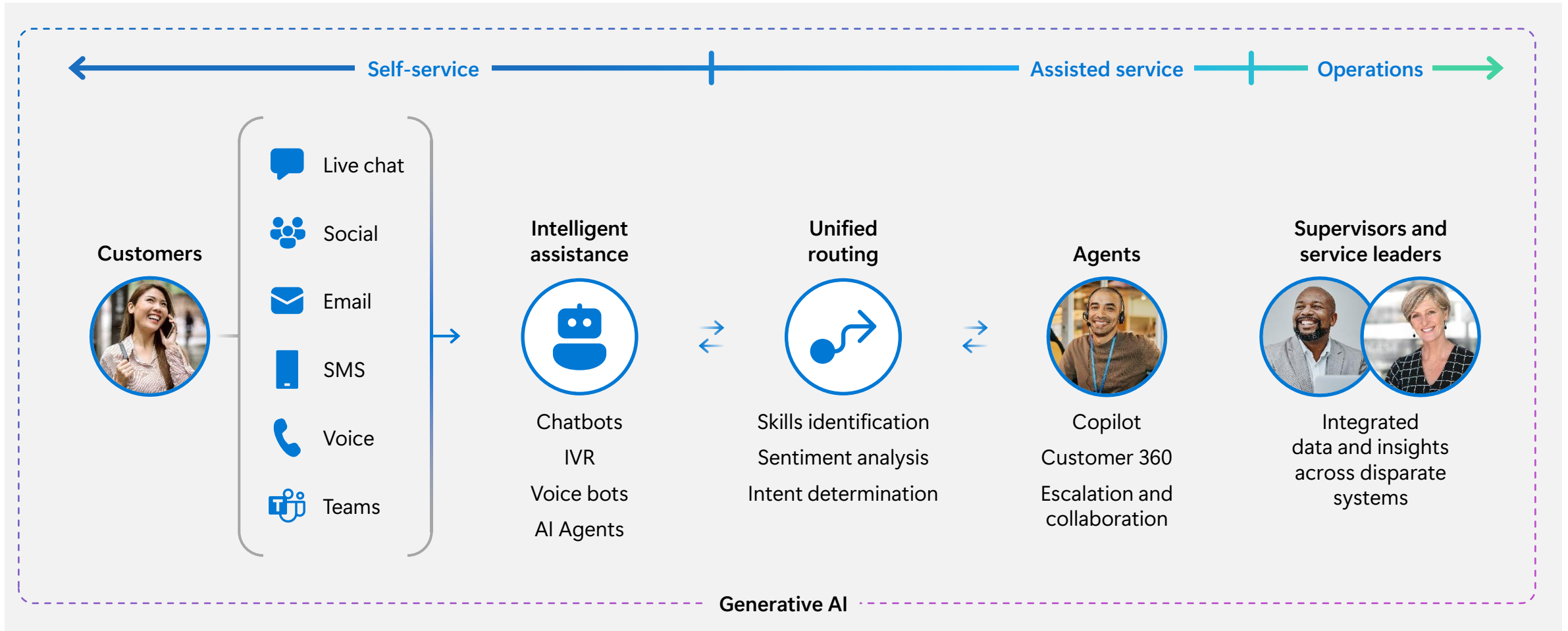
Workshop / Corporate
Training across
Microsoft Solutions

Why are poor service experiences so common?

Typical contact center infrastructure creates friction



Modernize your contact center **with a complete solution**



Why choose Microsoft for your contact center?



Comprehensive vision for service

Microsoft offers comprehensive, composable solutions for the contact center from a single vendor, including CCaaS, CRM, generative AI, and more. We meet you where you are and offer a path to consolidation and growth.



Infused with Copilot from end to end

Microsoft has infused generative AI throughout the service workflow, from self-service to routing, agent-assisted service, post-call wrap-up, and analytics—all connected to the data you rely on.



Built for scalability and reliability

Our solution was built from the ground up for modern cloud infrastructure, providing scalability, reliability, and security for critical contact center workloads. As your needs evolve, you can count on Microsoft Cloud.



Everyone wins with the Microsoft Digital Contact Center

The Total Economic Impact™ of Microsoft Dynamics 365 Customer Service, a commissioned study by Forrester Consulting, August 2020

80% **Decrease** in case backlog

73% **Decrease** in average agent handling time

50% **Fewer** agents needed due to improved agent productivity

15% **Improvement** in first call resolution

20% **Increase** to productivity for agents with automation capabilities

The Dynamics All-in-One Digital Contact Center



Engage via omnichannel	Chat PVA Chat Social Web SMS Email Voice PVA Voice Video IoT Teams NUANCE IVR Authentication Fraud Protection										
Execute	Unified Routing	Skill identification	Intelligent Classification	Adaptive Business Rule Engine	Automated Assignment	Dynamics 365					
	Customer Service	Sentiment Analysis	Realtime Translation	AI-based suggestions	Agent Personalization	Forecasting	Sales				
		Agent Guidance	Surveys	Case Management	SLA	Scheduling	Marketing				
		Knowledge Management	Knowledge Search Insights	Customer Service Insights	Agent Insights	Interaction Insights	Field Service				
Orchestrate	Customer Journey Orchestration	1:1 Personalization and Recommendations				AI-driven Journeys					
	Customer Data Platform	Customer Insights				Transactional Demographic Observational			Customer Voice		
Power Platform	Microsoft Dataverse (Common Data and Events)	Power BI	Power Apps	Power Automate	Power Virtual Agents						
Collaborate	Modern work with context	Microsoft 365		Teams		Context IQ					
Delivered at Planet-scale	Microsoft Azure	Azure Communication Services		Azure AI Platform		Azure Data Platform		Azure IoT Platform			

The digital contact center architecture

Dynamics 365

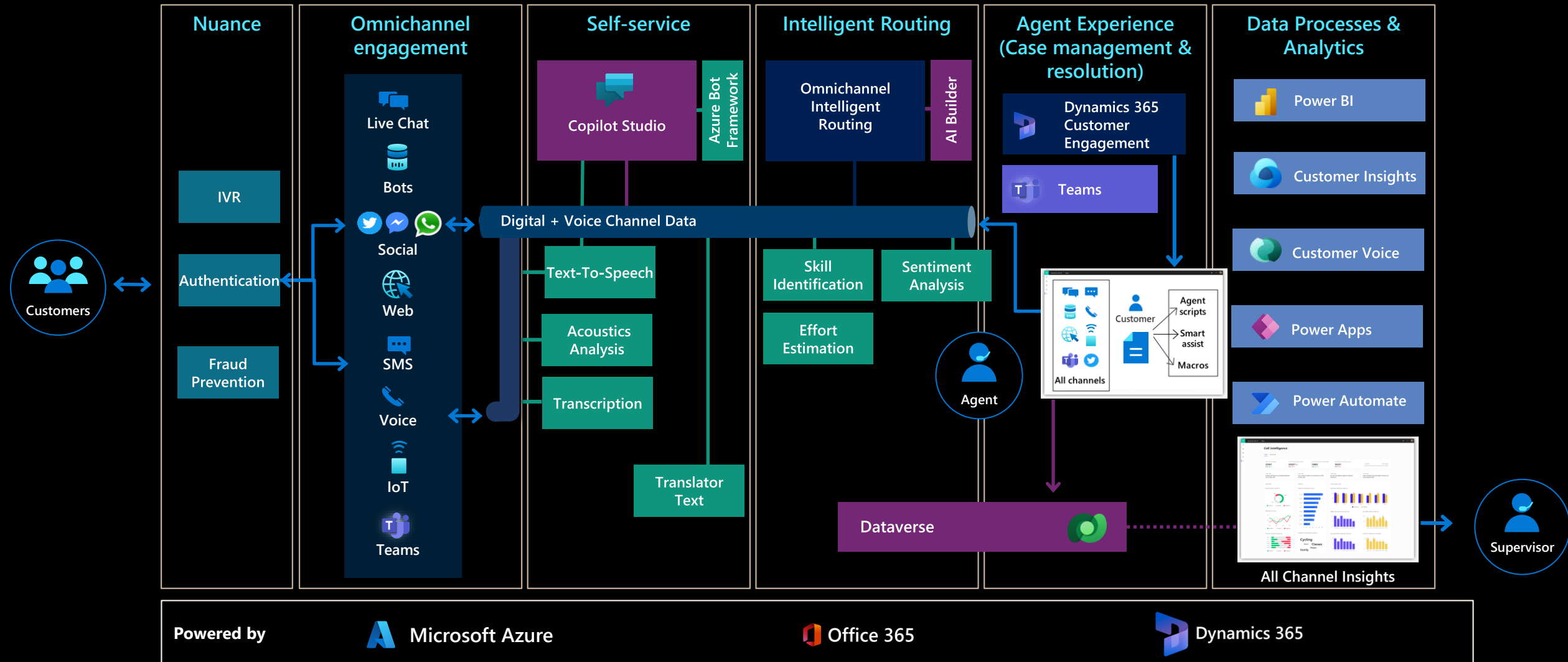
Nuance

Teams

Power Platform

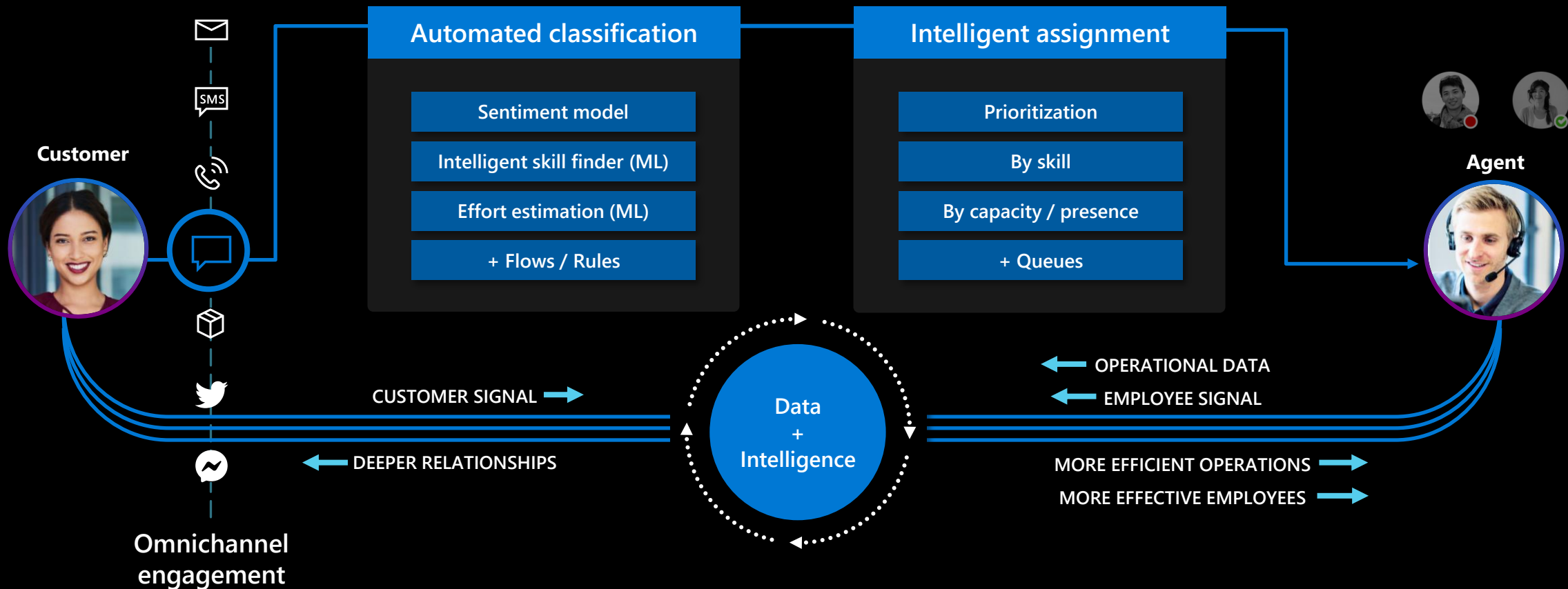
Azure Cognitive Service

Extensibility



Intelligent Unified Routing

An omnichannel and intelligent routing and assignment service that can assign incoming work items to the best-suited worker or queue



Improve agent productivity / modern case management

Agent efficiency

Assist agents with real-time intelligence, recommendations, and sentiment analysis

Teams collaboration

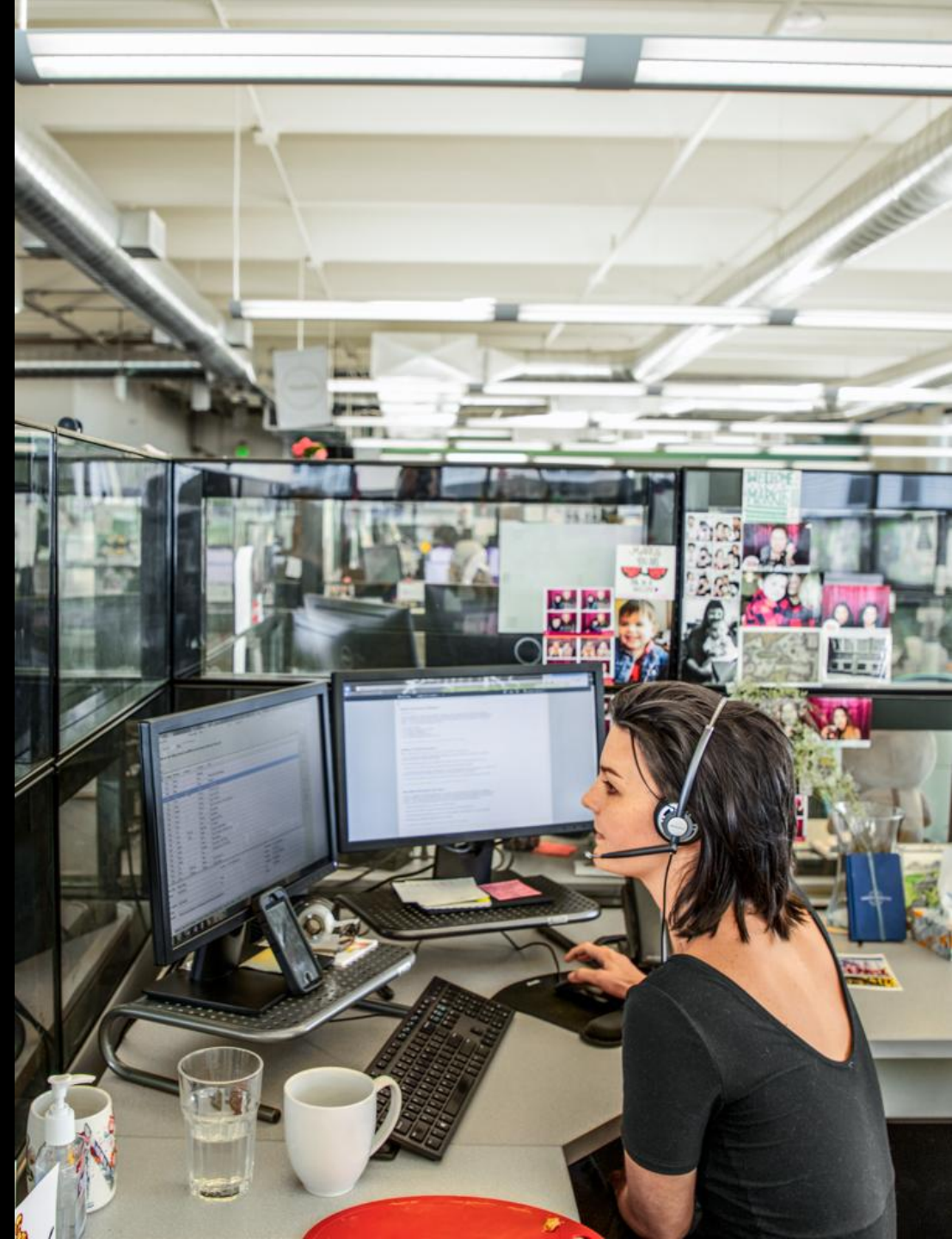
Collaborate with colleagues, supervisors and experts anytime, anywhere

Holistic customer view

Provide agents with a 360-degree view of the customer and their journey

Knowledge management

Serve quality knowledge articles to agents and customers



Contextual experience for agents to increase productivity

Resolve issues faster using real-time transcription and multi-lingual translation

Give agents the ability to steer conversations toward a positive resolution with real-time sentiment analysis

Increase agent effectiveness with AI-recommended knowledge articles and Smart assist to highlight similar resolved cases

Powerful agent desktop with a holistic view of the customer data (history, transcript, profile) and multi-session user interface



Bring together talent by creating a support swarm

Customer support swarming maximizes expert resources on a case by connecting the right talent

Engage the best expert based on skills, availability and reputation

Alert relevant experts across Microsoft Teams with notifications

Use a single interface for swarm conversations and leverage smart capabilities to curate insights and automate actions

Public Preview

Reason for swarm request

Suggested participants

Suggested skill criteria

Case details

Account: Litware, Inc. (sample)
Email: someone2@example.com
Phone: 555-0151

Case title: Average order...
Case number: CAS-01001-W1F...
Subject: Information
Customer: Litware, Inc.
Priority: High
Status: Draft
Product: ---
Description: ---

SLA KPI Timers
Last update: 12/12/2020 8:04:21 AM

Resolve by: 1d 12h
First Response: Succeeded
First Email Response: 38m:17s
Time to research: 22h:34m

Customer support swarming
Active

What do you need help with
The customer is having trouble installing their air conditioning unit to their power supply

What are some things you have already tried
I am having a hard time figuring out what the problem is with this install on the customer air conditioning unit. Here are some of the things we have tried:
• Include details about your case
• Describe expected and results
• Include things you've tried

Request skills needed
Litware Cafe100 Contoso Installation Power supply

Participants

Skill matched experts
Lydia Bauer Software Engineer
Bruno Zhao Software Engineer
Kystal McKinney Software Engineer
We have reached out to 1 people with these skills
Power supply

Auto notified
Mona Kane

Chat
Channels
Linked to this Case
Customer support swarming 12/14

Miguel Silva 2:15 PM
Thanks for checking, Enrico. I haven't heard of that before either. Let's loop in the Product Supervisor and Customer Success Manager to validate.

2:15 PM
Sure.

Type a new message

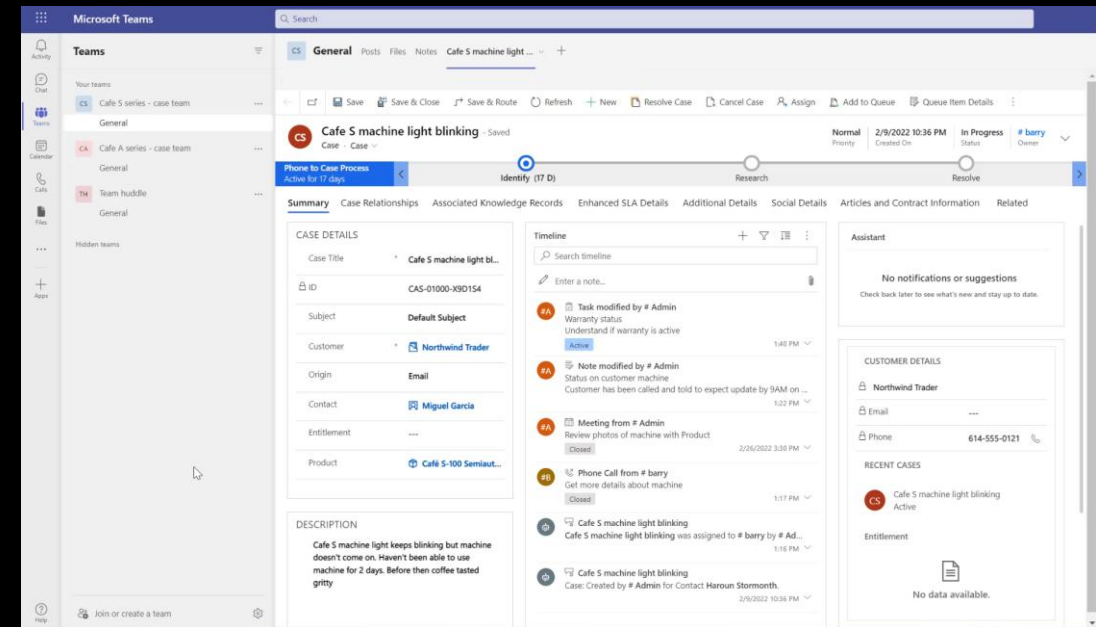
Collaborate using familiar Microsoft applications

Collaborate on service issues in a modern agent workspace

Access Dynamics 365 records in Outlook or pin them to Teams channels for collaboration

Build and co-author documents using Microsoft 365 and automatically sync to Dynamics 365

Analyze Dynamics 365 data using Excel online



DIGITAL TRANSFORMATION



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Social Media



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