



Get your customer service team up and running with CRM in the cloud in just 6 weeks



Microsoft | Dynamics 365

Why choose Prodware to support your service needs in Microsoft Dynamics 365 Customer Engagement?

Exceed customer expectations by identifying and removing the barriers that prevent your teams from delivering and your customers receiving a seamless, positive experience.

As a Microsoft partner, Prodware has developed and implemented Dynamics 365 CE and CRM projects across Europe. Our experienced R&D team work closely with our clients to develop solutions and services that suit their own client engagement needs.

Achieve a quick implementation of Microsoft Dynamics 365 Service for a fast way to achieve modern service provision:



- Create a personalized service with self-service portals and proactive experiences
- Empower your agents with KnowledgeBase and automatic routing
- Break down communication siloes and manual admin by unifying your technology

THE 4 PILLARS OF THE FAST SERVICE JUMP START APPROACH



WORKSHOP

In a joint session, your objectives and processes are discussed that apply for your business model apply. Immediately after this session, our consultant configures the solution in Microsoft Dynamics 365 Customer Service. Within the standard Jump Start scope:

- accounts
- contacts
- activities
- cases
- knowledgebase
- self service portal
- queues
- dashboards



CONFIGURATION

The consultant carries out the planned configuration and evaluates it in consultation with you. This serves also as an approval to start your data migration in accordance with the Prodware template.

This is your opportunity to ensure the data you hold is cleansed and de-duplicated. Fit for purpose for your best practice sales processes.



DATA IMPORT

As part of this project, Prodware will handle your accounts (companies) and contacts import. You provide Prodware with two data files for a one-time import of accounts and related contacts.

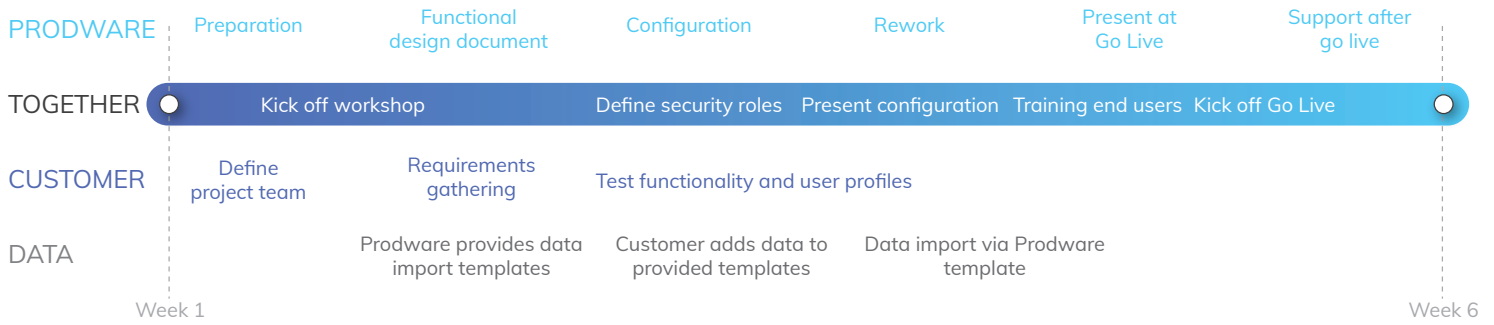


TRAINING

In an end-user or train-the-trainer session you and your employees learn how to get started using your Dynamics 365 Customer Service solution.

This session also provides an opportunity for the key users to answer all questions regarding their configuration, additional instructions on configuration and workflow, as well as how to set up users and general data administration.

What does the Jump Start plan look like?



Key features of Fast Sales Jump Start service implementation

<p>Case management</p> <p>Case management can be used for problems, issues, and complaints. Register cases with different types and track activities.</p> 	<p>Routing cases</p> <p>Routing rules in can be used to automatically route cases to the right people or queue at the right time without any manual intervention.</p> 
<p>Self-service portal</p> <p>Dynamics 365 portal can allow people to get support for issues, search knowledge base items and learn more about your products and services.</p> 	<p>Knowledge Base</p> <p>The Knowledge Base is designed to assist customer service representatives and self-service portal users as they answer questions and resolve cases.</p> 
<p>Customer service dashboards</p> <p>Tier 1 dashboard for agents. Tier 2 dashboard for service managers or team leaders.</p> 	

Speak to Prodware about how you can speed-up your access to market leading service technology to boost productivity, collaboration and best practice in your customer service teams.



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