

Microsoft Dynamics 365 Customer Service and Case Management

Xpedition's Customer Service and Case Management offering is powered by Microsoft Dynamics 365, the market-leading cloud software solution, hosted on the Azure platform. It provides full customer service and case management features to cover a multitude of scenarios including complaints handling, support, advice, helpdesk, and service requests across multiple channels. The solution is backed up with AI-enabled experiences and insights, human and virtual agents, self-service portal capabilities and comprehensive knowledge management.

Features

- Full case & interaction management
- Service level agreements
- Case queue management
- Automatic case routing
- Conversation tracking across channels
- Response time management
- Knowledge management

- Virtual agent chatbots
- Internal and external portal access
- Microsoft 365 integration
- Performance and productivity management through reports and dashboards

Get in touch to book a demo – email info@xpedition.co.uk