

Microsoft Dynamics 365 Contact Centre

Xpedition provides expert migration services to Dynamics 365 Customer Service Premium or Contact Centre Standalone from existing D365 or third-party CCaaS platforms. Our proven, Microsoft-aligned approach reduces risk, accelerates time to value, enhances omnichannel capability, and delivers measurable improvements in service performance and operational efficiency.

Features:

1. Migration from D365 or third-party CCaaS platforms
2. Proven Microsoft aligned delivery methodology
3. Omnichannel voice and digital engagement
4. Intelligent routing and automation configuration
5. CRM integrated contact centre design
6. AI enabled Copilot and insights
7. Secure data migration and validation
8. Workforce management and quality tools
9. Advanced analytics and reporting
10. Adoption, training, and optimisation support

Benefits:

1. Reduced risk during contact centre migration
2. Faster time to value on Microsoft platforms
3. Improved customer experience consistency
4. Increased agent productivity and satisfaction
5. Reduced operational and integration complexity
6. Clear transition from legacy platforms
7. Improved visibility of service performance
8. Scalable, future ready contact centre capability
9. Strong alignment to the wider Microsoft ecosystem
10. Delivery by a trusted Microsoft partner

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