



G-Cloud 15

Microsoft Dynamics 365 Contact Centre

Service Definition

Service Overview

Ceox Dynamics 365 Contact Centre enables organisations to engage with customers across platforms including Chat, SMS, Social Media, Voice, Teams and Email. Engage customers, citizens and residents using Agentic Multi Channel Engagement in Dynamics 365 Contact Center to deliver higher customer satisfaction, higher productivity and reduced costs with built-in Copilot.

Based upon Dynamics 365 with options to provide services digitally using a portal means it's an ideal, flexible platform for digital transformation. Deliver better satisfaction and reduced costs by improving efficiencies.

Ceox's Dynamics 365 offering can be used to empower citizen engagement teams by giving them the information they need and the benefit of supporting process and productivity tools. Dynamics 365 provides a flexible platform that can be adapted to meet a wide range of organisational needs including case management, tribunal and appeals, grant management, license, permit and subscription management and correspondence management including Parliamentary Questions (PQs), Freedom of Information (FOI) requests, Response Management and General Data Protection Regulation (GDPR). Dynamics 365 also has existing modules in Sales, Customer Service, Field Service, Marketing and Project Service Automation and integrates with SharePoint as an Electronics Document & Records Management System (EDRMS).

Dynamics 365 can also be integrated with open source or proprietary back-office systems such as finance, EDRM, payments and other line of business systems.

Ceox's Dynamics 365 offering can also be used in scenarios where parts of the organisation are delivering public or citizen services. Dynamics 365 can be used to create user facing services through a portal or web apps to provide responsive, multi-channel public or citizen services. This can be done either by using the built-in Dynamics 365 Portal or creating a bespoke portal, tailored precisely to the user needs, in an open source language. This includes delivering GDS Digital Service Standard and GDS Technology Code of Practice open source compliant digital services including options to have frontends for digital products and services hosted on GOV.UK.

By using Ceox's Dynamics 365 services, organisations can evolve to delivering digital services using the cloud. As part of a Digital Strategy or Transformation to digital delivery Ceox's Dynamics 365 services enables organisations to improve user satisfaction, reduce costs and improve efficiencies.

Our Features

Our service includes:

- This service is designed to deliver agent productivity tools as a core capability.
- It enhances organisational performance by providing OMNI channel engagement Dynamics 365.
- Teams benefit from the inclusion of Dynamics 365, improving day-to-day outcomes.
- The solution strengthens service delivery through Power Platform.
- Public sector users gain greater efficiency thanks to contextual customer identification.
- It supports modern operational needs by enabling real-time notification.
- A key advantage of this service is its ability to offer online.
- The approach ensures seamless access to post when required.
- Organisations see immediate value from phone.
- Finally, the service elevates digital capability by incorporating text.

Benefits for You

Our Service provides many benefits including:

- This service helps organisations achieve ITIL service management processes as a meaningful benefit.
- It further supports public sector outcomes by delivering tools.
- Teams experience improved results thanks to support via a service desk.
- The solution enhances operational effectiveness through full support.
- Users gain measurable value from discovery.
- It strengthens organisational capability by enabling user research.
- Another key benefit is the service's ability to provide design.
- The approach ensures consistent delivery of develop.
- Organisations appreciate the impact of delivery.
- Finally, the service boosts performance by incorporating build.

About Us

We are a certified B-Corp, on a mission to help UK Public Sector organisations use Microsoft technologies to deliver world-class digital services.

We work with Government Departments, Agencies and Public Bodies to drive efficiencies, create engaging citizen services and enable modern digital government.

As a Microsoft Solutions Partner with designations in Business Applications, Data & AI and Digital & App Innovation, we are experts in Agentic AI, Power Platform, Dynamics 365 and the Azure Data Platform. Our team brings extensive public sector experience, from large government departments to mid-size agencies and smaller non-departmental public bodies.

Ceox combines proven technical expertise with an agile, straightforward approach that makes it easy for organisations to use Microsoft technology and deliver world-class digital services.



Cert no: 24565

Our Other Services



Ceox offers a comprehensive suite of services to public sector organisations, all accessible via G-Cloud and other procurement frameworks. Our expertise spans several key areas, each designed to support the delivery of efficient, citizen-centric modern digital government.

Agentic AI

Our Agentic AI services are tailored to enable the transformation of public sector organisations, providing advanced AI agent solutions that drive significant efficiency gains whilst maintaining quality of service and delivering world-class digital services.

Citizen Facing Services

We specialise in building engaging and compliant citizen-facing digital services. Each service is aligned with the Government Digital Service (GDS) Service Standard, ensuring that organisations can deliver world-class public services that are both user-friendly and effective in meeting the needs of citizens.

Business Applications

Ceox designs, builds, and supports best-in-class business applications leveraging the Power Platform and Dynamics 365, focused on improving operational efficiency. We also provide strategic guidance and empower citizen developers to create and manage their own digital tools.

Data & Analytics

We enable organisations to extract valuable insights from their data by utilising the robust suite of data tools available on Microsoft's Azure cloud platform. Our services include the construction of enterprise-grade data warehouses and analytics solutions, allowing organisations to make informed decisions, optimise their operations and deliver world-class digital services.

Our Experience

Our Public Sector experience includes:

Department for Education

- Power Platform Grant Application and Management solution for Connecting Classrooms
- Power Apps Portal for Education Bodies to provide Reinforced Autoclaved Aerated Concrete (RAAC) information for schools

Department for Transport

- Dynamics 365 Public Enquiry Management solution to support the Department's handling of Enquiries and Parliamentary Correspondence
- Development and support for a range of Corporate Power Apps deployed across DfT including Praise Management and Local Recognition, Declaration of Interests and Gifts and Hospitality.
- Power Platform Centre of Excellence provision including training and empowering Citizen Developers.

Department for Energy Security and Net Zero

- Take-on and support of a Dynamics 365 case management system

Foreign, Commonwealth & Development Office

- Intelligent Automation (RPA and AI) for Correspondence Management system using Power Apps and Power Automate
- Design and development of an Agentic AI solution to handle finance and HR queries and processing.

Genomics England

- Take-on and support of a 3rd party developed Dynamics 365 system

Historic Royal Palaces

- Dynamics 365 development and support for marketing campaigns

HM Treasury

- AI Agent for correspondence handling

Homes England

- Delivery of a major funding programme service.
- Architecture and delivery of a Data Platform.
- Supporting in the modernisation of digital and data capabilities

Human Fertilisation & Embryology Authority

- Replacement of a legacy regulatory licence management system into Dynamics 365.
- Build and development of a clinic portal using Power Pages
- Creation of a new data model and migration from existing repositories

Labour Relations Agency

- Development and support of a Power Platform conciliation case management solution
- Data transformation and migration from a legacy platform into the cloud

Legal Ombudsman

- Take-On and support of a 3rd Party Dynamics 365 based case management solution

Solicitors Disciplinary Tribunal

- Dynamics 365 Case Management System to support Tribunals
- Power BI development to provide Management Reporting with dashboards and reports

Transport for London

- Development of a Power App to manage safe access to London Underground stations by contractors and engineers
- Power App development to monitor on-going work and repairs on London Underground Tracks
- Microsoft Dynamics 365 solution with a portal for HGV safety registration
- Road User Charging system with Dynamics 365 and Azure

UK Export Finance

- Development of a Model Driven Power App for case handling including complex calculations and user configuration

UK Research and Innovation

- Power Platform Model Driven Application with SharePoint Integration to manage the bid process and store contractual documentation
- Power Pages solution to gather supplier details and internal Model Driven Application to manage the process of supplier proposals.

Valuation Tribunal Service

- Appeals Management System using Microsoft Dynamics 365
- Power BI Management Reporting solution
- Agentic AI solution for handling evidence submission

Welsh Government

- Leave Booking App in Welsh and English to support cross government leave booking and management
- Power App based solution for managing Permits for Welsh Fisheries
- Delivered a Power Platform Centre of Excellence with training



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Get in Touch

To learn more about Ceox and our services, follow the links below or contact us directly.

<https://ceox.co.uk>

Feel free to drop us an email on:

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