



Intelligent Solutions

Microsoft Dynamics 365 Customer Service Implementation

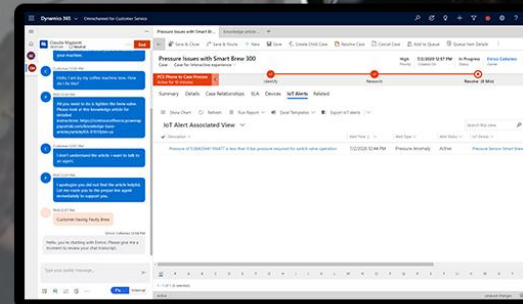
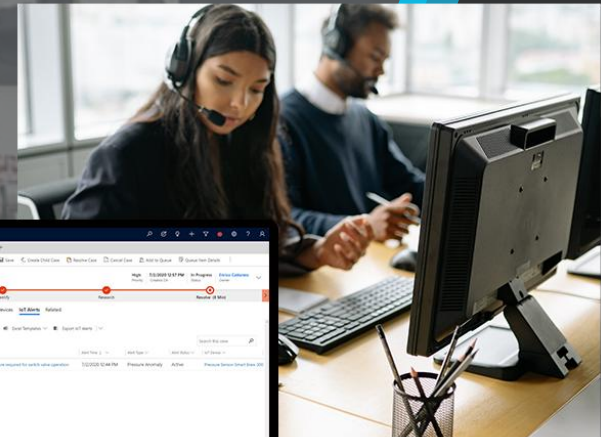
The smarter way to manage customer communications, deliver professional and effective service and support at scale – without losing the personal touch.

With our deployment approach, Akita Intelligent Solutions will deploy Dynamics 365 Customer Service in just five days, in turn transforming your sales process.

Features of Dynamics 365 Customer Service

- Queue, case & calendar management
- AI-enhanced customer communication management
- In-depth service management analytics
- Omnichannel communication methods & monitoring
- Product information & knowledge article repositories
- Service scheduling & management tools

** Licensing to be provided by Akita at an additional cost and subject to requirements*



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About Akita Intelligent Solutions

As a Microsoft Gold Partner, we deliver bespoke solutions using technologies including **Microsoft Dynamics, SharePoint, Teams** and **Power Platforms** (Power BI, Power Apps, Power Pages and Power Automate).

Dynamics 365 Customer Service – Example Delivery

Day 1: Core Deployment & Configuration

- Environment Creation
- Locale Settings
- Customer Service Deployment
- Core Customer Service Settings
- Corporate Branding
- Deploy Customer Service Accelerator

Day 2: Setup Users

- Create Users
- Setup Security Assignments
- Setup base user settings
- Configure Outlook integration and Outlook app deployment

Day 3: Integration & Queue Management

- Configure incoming email support mailboxes
- Configure User mailboxes
- Deploy Dynamics 365 Outlook Add-in
- Configure queues
- Configure subject management
- SharePoint integration
 - Document storage on case and account
- Teams integration
 - Teams chat integration
 - Teams VoIP integration
- Set up users

Day 4: Customer Data Import & Service Level Management

- Import of Accounts
- Import of Contacts
- Configure SLAs KPIs with breach actions
- Configure routing rule sets
- Creation of auto case creation rule
- Configuration of email templates (e.g. case created, case resolved etc.)

Day 5: Training

- Training users on web interface
- Training users on Dynamics 365 Outlook Add-in

Our Approach

Simplify – Understand processes and remove unnecessary steps



Automate – Replace repetitive tasks and remove the need for interaction



Optimise – Use the right technology to achieve more with the same resources



Unify – Bring data out of silo to provide a complete picture of performance and enhance BI



Business Applications