Activate - Dynamics 365 Contact Center

Proof of Concept

Duration: 3 Days [Remote | Onsite]
Difficulty Level: 200 - Intermediate

Description

This offering is designed to demonstrate the capabilities and benefits of the Dynamics 365 Contact Center solution. It aims to help the users understand how Dynamics 365 can enhance their contact center operations by providing a comprehensive overview of its features, including customer engagement, CRM integration, and advanced analytics. The Proof of Concept (POC) will showcase the solution's ability to improve customer service, streamline operations, and drive business outcomes through practical demonstrations and hands-on experiences.

Objectives

- Demonstrate capabilities by showcasing features and functionalities of Dynamics 365 Contact Center.
- Illustrate how the solution can improve customer service operations, streamline processes, and drive business outcomes.
- Increase user confidence in their Dynamics 365 purchase and deployment by providing a clear and comprehensive overview of the solution's capabilities.
- A day in the life of an agent and supervisor, along with the business challenges to be addressed, including current channels such as voice BYOC, direct offer, and digital channels.

Outcomes

- Demonstrate the capabilities of Dynamics 365 Contact Center, aiming to show how the solution can enhance customer service operations and drive business outcomes.
- Users will gain practical experience with the solution, understand the benefits and applications.
- Building user confidence in their Dynamics 365 purchase and deployment by providing a clear and comprehensive overview of the solution's capabilities.
- Configure Dynamics 365 Contact Center features in your environment according to the best practices for Azure Communication Service, Dynamics 365 Contact Center and Copilot Studio Interactive Voice Responses.

Methodology

Learn by example: Collaborate with a Microsoft engineer to learn key capabilities of Dynamics 365 Contact Center.

Hands-on: Gain hands-on experience in configuring and using D365 Contact Center alongside Azure Communication Service for voice and Copilot Studio for Interactive Voice Responses.

Scope

Activating Dynamics 365 Contact Center capabilities within a single tenant where all applications and environments are available, including Azure Communication Service subscription and Copilot Studio subscription.

Agenda

Day 1

- Understand the core features of D365 Contact Center solution, including channels, unified routing, agent desktop, supervisor dashboards and monitoring tools.
- Understand the CRM current state (first-party Dynamics 365 Customer Service or third-party CRM) and position the connector.
- Understand agent desktop and productivity tools.

Day 2

- Understand Supervisor tools (dashboards, barge-in, coach).
- Understand the voice channel in D365 and the connection with Azure ACS.
- Understand the Copilot Studio for voice and IVR.

Day 3

- Understand Generative AI and Conversational AI.
- Understand Workforce Management, real-time and historical dashboards.
- Copilot Studio Connection.

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Delivery outline

Participants

- Solution Architects, Technical Leads, Project Managers, Functional Leads and Customer Contact Center Technical Stakeholders.

Skill Requirements

- Familiarity with Power Platform and Azure.

Time Commitment

- Three full-day engagements with relevant roles.

Delivery Requirements

- Dynamics 365 Contact Center license, Azure subscription and Copilot Studio license.
- Dynamics 365 Instance suitable for POC.
- System Administrators, Azure Global Administrators.

Day 1	
Contact Center Fundamentals	• Introduction and Objectives. • Presentation on Dynamics 365 Contact Center core features and capabilities. • Discussion on customer-specific requirements, current state, and pain points.

Day 2	
Proof of Concept	• Dynamics 365 Contact Center capabilities. • Agent desktop, productivity tools, supervisor tools. • Voice channel, Copilot Studio for voice and IVR. • Generative AI and Conversational AI.

Day 3	
Proof of Concept and Close-out	• Dynamics 365 Contact Center capabilities. • Workforce management, Real-time and historical dashboards. • Copilot Studio connection. • Presentation of specific use case scenarios relevant to the customer's business. • Q&A and Feedback.

If you are interested in this engagement for your organization, contact your Microsoft Account Representative.

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