

Value Realization for Dynamics 365 Contact Center



Architecture Services

Duration: 1, 3, or 5 Days [Remote | Onsite]

Difficulty Level: 200 - Intermediate

Description

The delivery of Value Realization for Dynamics 365 Contact Center drives business outcomes and value optimization initiative emphasizes value realization practices to ensure that organizations achieve tangible benefits from their investments. By integrating advanced analytics and reporting, businesses can gain actionable insights into customer behavior and operational performance, driving informed decision-making. The initiative also leverages automation and AI to streamline workflows, reduce manual tasks, and enhance customer interactions, ultimately leading to increased efficiency and customer satisfaction. Additionally, continuous performance optimization through regular assessments and feedback loops ensures that contact center operations are consistently improving and aligned with business objectives. This comprehensive approach to value realization helps organizations maximize their return on investment and achieve sustained business success.

Objectives

- Clarify and refine objectives and key results
- Review existing implementation of the business application
- Identify where customer can achieve more value

Outcomes

- Customer-specific business objectives and key results
- A roadmap of prioritized and time-bound recommended initiatives aligned to business objectives
- A plan of action to deliver the key results

Methodology

Discovery Workshop

Work with a Microsoft architect to review a configuration aligned with Microsoft architectural recommendations.

Coach

Document the design decisions needed for your organization to meet business requirements.

Scope

- Collect End-user Feedback about the current Dynamics solution in place
- Align Business Outcomes and Strategic Intent
- Provide recommendations on how to enhance the current solution to gain even more business value

Out of scope

- Technical assessment of the architecture / code review
- As outcomes, we provide recommendations; however, the execution of these recommendations is not within scope

Agenda

Discovery

- Explore the purpose and usage of the Business Application
- Interview key Business & Technology stakeholders
- Gather/review user & Discovery Feedback.
- Create/review the Capability map

Intent

- Align on Strategic Intent for Business Application
- Identify Outcomes and Success Criteria
- Align KPIs to Outcomes

Measurement

- Measurement Process for Key KPIs/Measures
- Value Potential and Insights
- Discussion, Prioritization

Co-Creation

- Review of how business solution is used
- Discussion, Prioritization, Draft Output
- KPI/Capability alignment to create Value Path document

Readout

- Review of Value Path (Time-phased Recommendations)
- Review of Action Plan

Delivery outline

Requirements

Participants

- Business Decision Makers
- Technology leaders
- Strategic Leads
- Operational Leads
- Dynamics 365 Product Owners
- Dynamics 365 Service Owners
- Engagement Sponsor

Skill Requirements

- Awareness of Dynamics 365 Contact Center usage in the Customer Organization.
- Awareness of the Customer Strategy

Time Commitment

- One, three, or five full-day engagement with relevant roles

Delivery Requirements

- Ensure attendance to all sessions
- Ensure Surveys are sent out to Users ahead of workshop commencement
- If on-Site Building access:
 - Presentation facilities
 - Meeting Room

Knowledge Transfer and Implementation

Discovery	<ul style="list-style-type: none">• Observations and Interviews• Understand solution, goals, priorities, and user sentiment
Usage	<ul style="list-style-type: none">• Capability Map• Review of licensed workload and usage
Intent	<ul style="list-style-type: none">• Business Alignment• Align on customer's goals, priorities, KPIs
Co-creation	<ul style="list-style-type: none">• Reverse Demonstration• Align business capabilities with guided discussion on potential use cases
Value Path	<ul style="list-style-type: none">• Board-ready Document• Roadmap of Technology innovation aligned with Intent
Action Plan	<ul style="list-style-type: none">• Output Document• Roadmap of Key Activities and Recommendations aligned with Intent

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