

Service Productivity Jump Start

Create customer experiences that are personalized, proactive, and predictive. This six week offer delivers a set of customer service capabilities that accelerate your transformative journey towards intelligent Customer Engagement.



Effortless customer service in six weeks

Lead your company forward with rich customer service experiences that earn customer and agent loyalty, empower your agents, and keep you agile.

In six weeks, Microsoft will set up a cloud-based Service Productivity solution based on Microsoft Dynamics CRM, Office365, and PowerBI. Building upon enterprise case management, the resulting solution may include one of the following capabilities:

EMPLOYEE SELF-SERVICE

Help your employees respond quickly to customers with easy access to the knowledge they need to be successful and productive.

EMPOWERED FIELD SERVICE

Optimize resource scheduling and provide mobile tools that empower field service agents to solve cases on the go while staying connected with your entire service team.

PRODUCTIVE HELPDESK

Make self-service easy with tools that empower your customers to answer their own questions, anytime and on any device.

SOCIAL CARE FOR EVERYONE

Enable your customer-service team to listen to social everywhere, analyze sentiment, manage cases, and drive customer engagement.

CUSTOMER SUPPORT PORTAL

Reduce your administrative costs with a configurable, secure, web portal that runs all day, every day.



Duration: six weeks
Price: \$130,000 USD

Explore new levels of productivity for your self-service portals, call center, field service, or beyond!

WHY MICROSOFT CONSULTING SERVICES

The leading Services organization to plan, build, deploy, manage, and support Microsoft Technology. For more information, visit www.microsoft.com/microsoftservices

Approach



PLANNING
Weeks 0 and 1

Microsoft-Led Planning Session, Kickoff, Microsoft Dynamics CRM Overview Training
Deliverables: Planning, training & architecture



REQUIREMENTS AND DESIGN
Weeks 2 and 3

Business Requirements & Solution Design Including solution and user account provisioning
Deliverables: Function requirements & solution design document



DEVELOP AND TESTING
Weeks 3 - 5

Finalized Design & Iterative Solution Development
Deliverables: Configured Dynamics CRM | Service solution & testing



DEPLOYMENT AND SUPPORT
Week 6

Solution Deployment, Training & Go Live Support
Deliverables: Live Dynamics CRM | Service solution, user training & final documentation