



CX Connect for Customer Service

Transform customer service with a comprehensive, cloud-based, omnichannel platform

Most B2C or B2B2C businesses have the same customer service challenges:

- How do I reduce customer churn?
- How do I reduce the costs of service?
- How do I transform my customer service?

Deliver “always-on” customer service with CX Connect, a pre-packaged solution built on Microsoft Dynamics 365 Customer Service. Leverage ArganoArbela’s IP and industry expertise to quickly deploy a modern enterprise solution to optimize your customer

and employee experience and enabling improved operational outcomes for your organization.

This customer contact center solution enables customers to engage with your organization through their preferred and expected channel of communication (chat, SMS, Voice, Social Media, etc.). CX Connect is a cloud solution fueled by bots, machine learning, and knowledge bases to help you monitor, measure and improve your key KPIs, including first call resolution, customer effort score, and customer satisfaction.

Benefits:

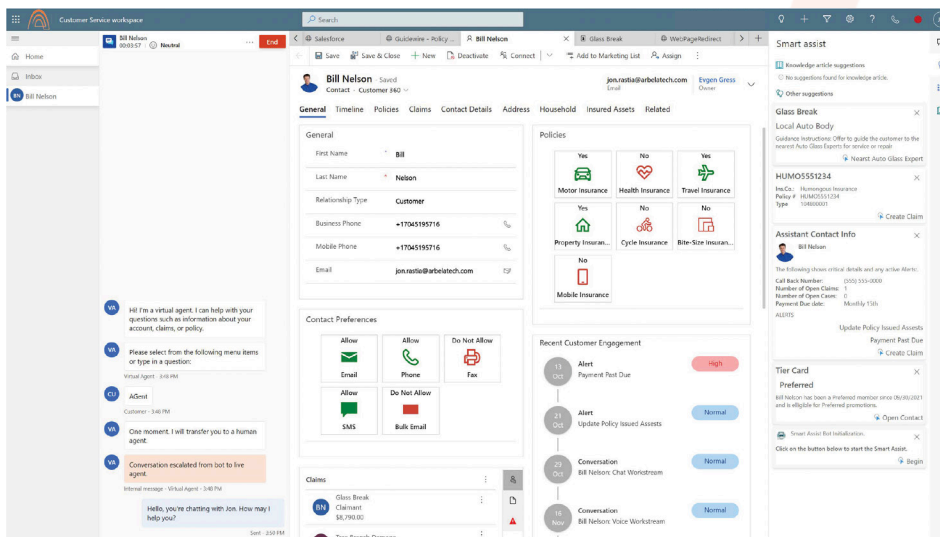
- Easy, simple, and intuitive UI
- Core Microsoft Dynamics 365 functionality
- Advanced B2C contact centers capabilities
- Remote working scenarios enablement
- Real-time KPIs and reports
- Immediate customer and agent experience improvement
- Reduced project risk

The goal is nothing less than transforming every customer contact, positive or negative, into an upsell, upgrade, or referral.

Rapid implementation for faster ROI

CX Connect deploys quickly, providing rapid ROI for your business. The solution offers:

- A simple, intuitive user interface, improving adoption
- Up to 20% reduction in average handle time
- Up to 30% reduction in agent staffing needs
- Up to 40% reduction in implementation time
- Improved customer and employee experiences via improved account, case, and queue management fueled by AI-driven insights and recommendations



Not sure where to start?

Our CX Connect Modernization Evaluation Workshop provides recommendations including a business justification document, and a rough order of magnitude to help you budget and guide your next steps towards a scalable, omnichannel, revenue-driving customer contact center.

Three deployment options to meet you where you are

CX Connect is available in three editions:

Essential: Leverage out-of-the-box functionality in Microsoft Dynamics.

Advanced: Create business-specific configurations, real-time sentiment analysis, and more.

Enterprise: Enjoy AI powered contextual recommendations based on real-time conversations, automatically feed agents relevant info on each customer, offer real-time translation.

Contact us today at info@arbela.com for more information about CX Connect, our workshop, or simply improving your customer service.

CX Connect Customer Service Deployment Options

Accelerator functionality	Essentials	Advanced	Enterprise	Accelerator functionality	Essentials	Advanced	Enterprise
Account Management	X	X	X	Agent Skills Management		X	X
Contact Management	X	X	X	AI Suggestions (Case & KB Articles)		X	X
Activity Management	X	X	X	Real-time sentiment analysis		X	X
Case Management	X	X	X	Omni-channel Reports		X	X
SLA Management	X	X	X	Quality Assurance – Digital Msg		X	X
Knowledge Base articles	X	X	X	Quality Assurance – Voice			X
Queue Management	X	X	X	Surveys			X
Routing Management	X	X	X	Language Translations			X
Office 365 Integration	X	X	X	Staff Management			X
Case Management Reports	X	X	X	Customer Insights			X
Chat		X	X	Operational Reports			X
Chat Bots		X	X	NIMA Bot		X	X
Workload Distribution		X	X	Wallboard		X	X
CTI/IVR Integration		X	X	Customer 360 data model			X
Digital and Social Channels		X	X	AI - Next Best Offer and Propensity			X
Agent Scripting		X	X	AI – Customer Churn			X
Quick Replies		X	X	Customer Effort Score (CES)			X
Multi-session		X	X				



About ArganoArbela

ArganoArbela delivers ERP, CRM, BI and analytics consulting and implementation services that drive innovation and maximize our clients' Microsoft Dynamics, Azure, and Power Platform investments. As part of Argano, we are committed to helping clients think differently about how they deploy and manage people, processes, and technology.