



# ArganoArbela Rapid Deployment for Microsoft Dynamics 365 Customer Service

**A fixed-fee service offering to get you up and running in weeks**

Customer service is where the rubber hits the road. Do it well, and you create happy, engaged customers who buy more often and tell others to buy. Do it poorly, and you create unhappy people who don't buy and then they tell others not to buy from you.

Doing it well means a faster and more engaging experience for customers, automating processes for reps, having all available customer data (geo, demo, buying behavior, orders), creating self-serve mechanisms, and meeting customers where they are—to put the custom in customer.

Doing it well means Microsoft Dynamics 365 Customer Service and ArganoArbela can have you fully deployed in as little as four weeks.

Our Microsoft Dynamics 365 Customer Service Rapid Deployment comes in two “flavors,” **Essentials** and **Omnichannel**.

With Essentials you'll be able to:

- Enable always-on customer service
- Empower your agents with a 360-degree view of your customers

- Offer consistent, unified customer experiences across all channels
- Reduce agent workload by enabling customers with self-service functionality
- Minimize agent turnover by enabling them with the right tool
- Gain better control over invoice processing

With Omnichannel you'll be able to do everything that Essentials does plus:

- Enable chat bots

Type	Essentials	Omnichannel
Account Management	X	X
Contact Management	X	X
Activity Management	X	X
Case Management	X	X
SLA Management	X	X
Knowledge Base Articles	X	X
Queue Management	X	X
Routing Management	X	X
Office 365 Integration	X	X
Chat & Chat bots		X
Workload Distribution		X
CTI/IVR Integration		X
Digital and Social Channels		X
Agent Scripting		X
Quick Replies		X
Multi-session		X
Agent Skills Management		X
AI Suggestions (Case & KB Articles)		X
Real-time sentiment analysis		X
Omnichannel Reports		X
Quality Assurance - Digital Msg		X

## Benefits:

- Automate and optimize customer engagement
- Omnichannel service: bots, telephony, SMS
- Optimize reps' workloads; automatically route cases
- Empower customers to self-serve: KBs, portals

- Develop AI suggestions
- Integrate CTI/IVR Subcontractor

Our team of solutions experts is at the ready. You can quickly transform a cost center into a revenue driver, and create more engaged, more informed, more empowered, and **happier** customers.

Contact [info@arbela.tech](mailto:info@arbela.tech) for more information or a demonstration.

## 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.

