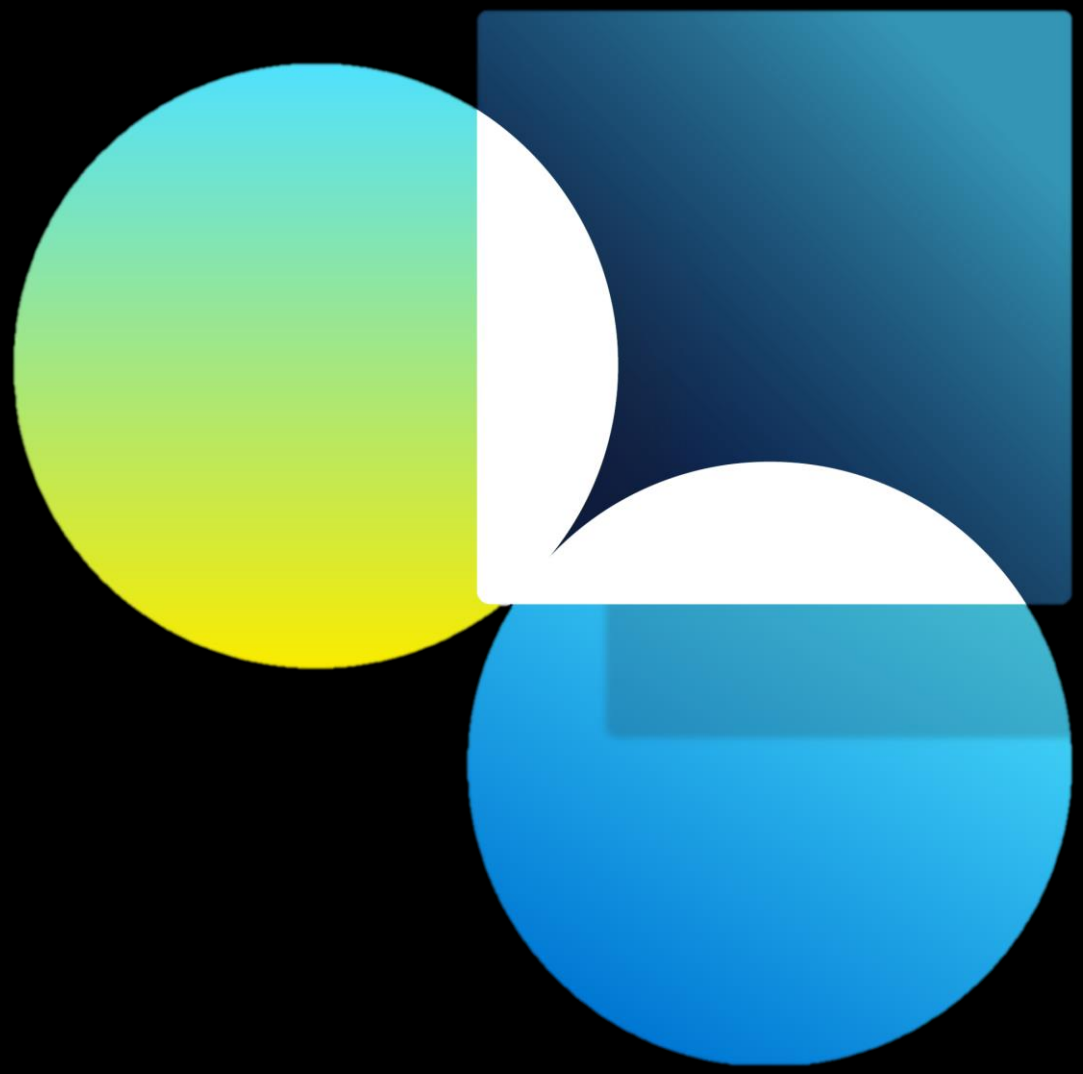
Microsoft Dynamics 365

Reimagine the way you deliver service

Omnichannel

All-in-one digital contact center



EKSPERTER PÅ DIGITAL SAMHANDLING

POINT : TAKEN

Microsoft 365 Modern Work Advanced specialist
Prekvalifisert Azure Advanced specialist

Microsoft platform
Dynamics 365, Power Platform, Security og Azure

Senior konsulenter og MVP'er

Årets Microsoft partner 2020 & 2021

PARTNER OF THE YEAR : NORWAY
TEAMS SOLUTION PARTNER 2021
MODERN WORK PARTNER 2020
Microsoft
WINNER

Microsoft FastTrack Partner i Norge

Microsoft 365 MVP
Thorbjørn Værp

Microsoft Dynamics 365 MVP
Thomas Sandsør

Nintex vTE
Fredrik Andresen

Microsoft Partner
Microsoft

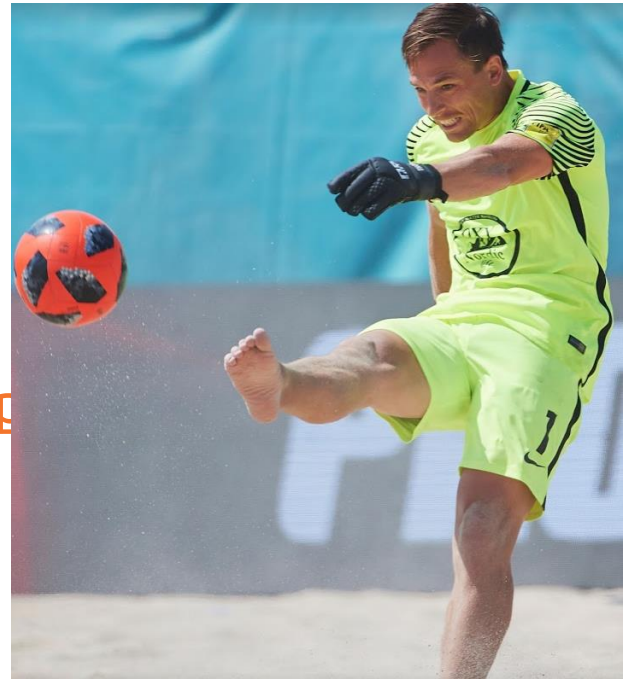
- Gold Cloud Productivity
- Gold Cloud Platform
- Gold Collaboration and Content
- Gold Application Development
- Gold Application Integration
- Gold Data Analytics
- Gold Datacenter
- Gold Project and Portfolio Management
- Silver Security
- Silver Data Platform
- Silver Messaging
- Silver Enterprise Mobility Management
- Silver Small and Midmarket Cloud Solutions
- Silver Communications

Thomas Sandsør – CRM Keeper

Head of Dynamics 365 &
Power Platform

https://crmkeeper.com

https://twitter.com/crmkeep



Microsoft® Most Valuable Professional

Kai Stenberg @blinQ

Microsoft® MVP Most Valuable Professional

- Microsoft MVP TEAMS
- Spiser SIP pakker til frokost
- Ekspert på telefoni og integrasjoner
- Blogger: https://international.ucworld.today
- Podcaster: https://www.teamscastaway.no/
- @twitter: https://twitter.com/kaistenberg

Teams Cast Away

Microsoft Dynamics 365

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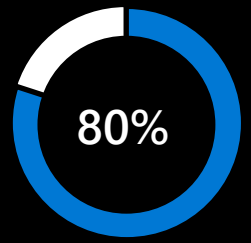
Technology Specialist & Evangelist
Forretningsapplikasjoner

Microsoft

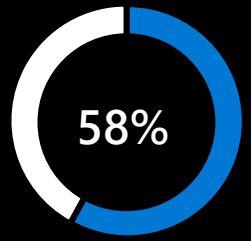
LinkedIn

Customer Experience

Customers expect exceptional service



Of customers expect personalized customer experience[1]



Will sever a relationship with a business due to poor customer service[2]

5x

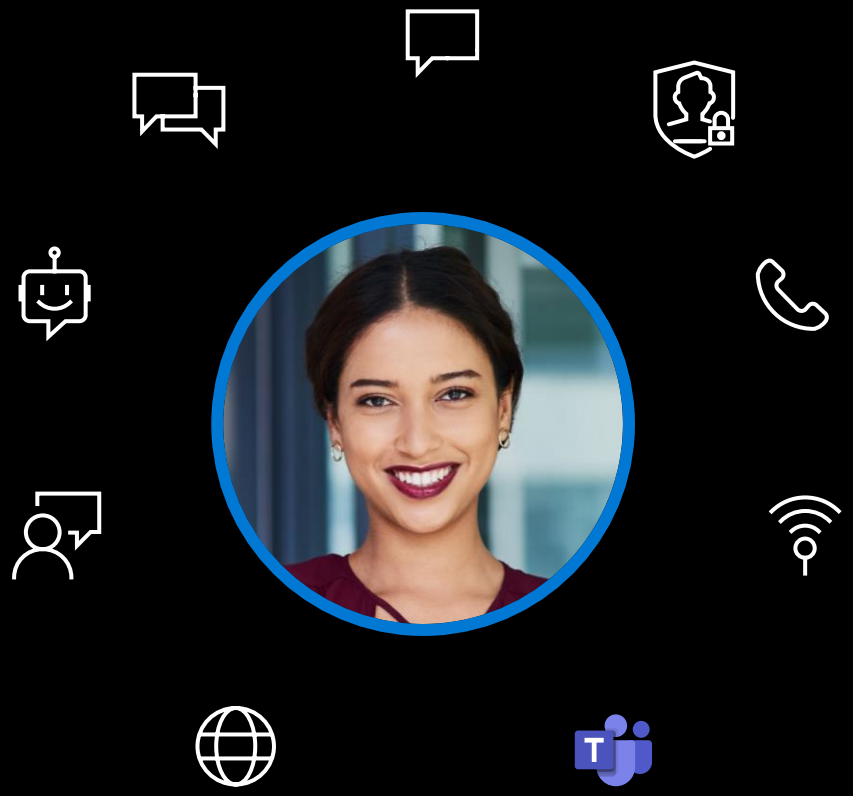
Loyal customers are 5x more likely to purchase again and 4x more likely to refer a friend to the company[3]

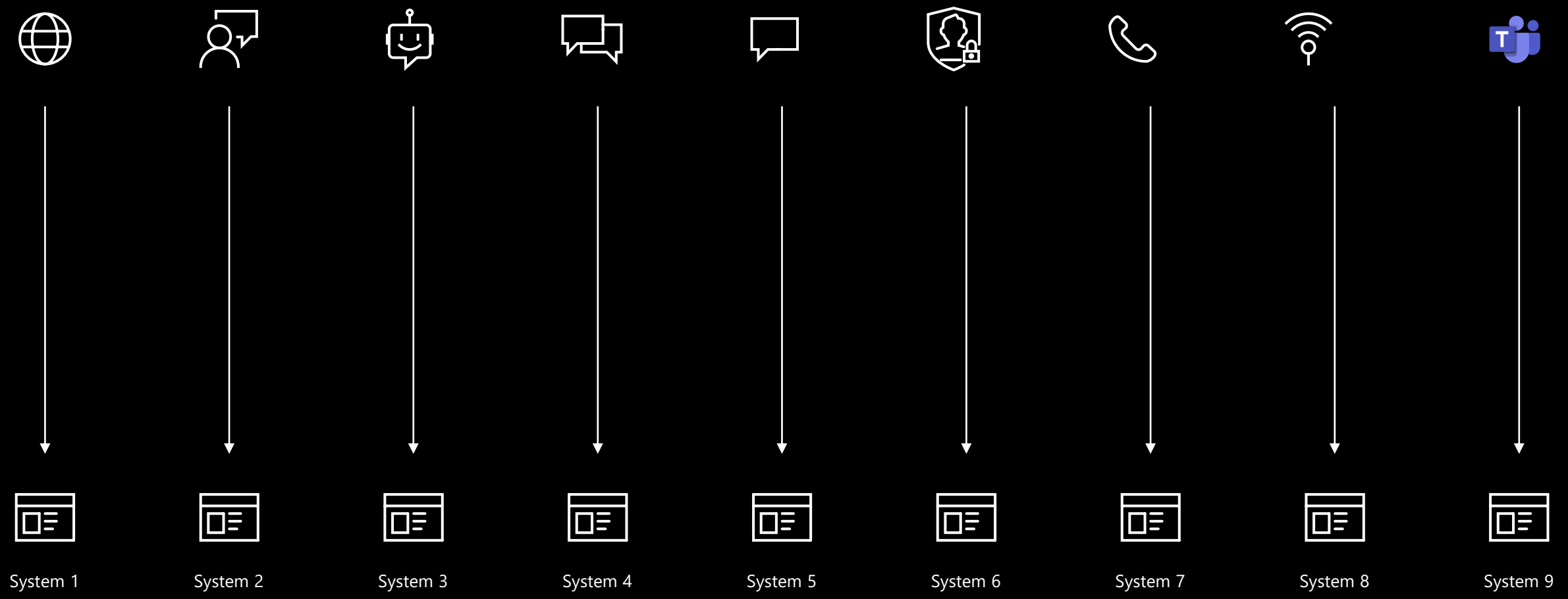
[1]Forbes, 50 Stats Showing the Power of Personalization, 2020
[2]Microsoft, Global State of Customer Service, 2019
[3]Forbes, 50 Stats That Prove the Value Of Customer Experience, 2019

Sales

Marketing

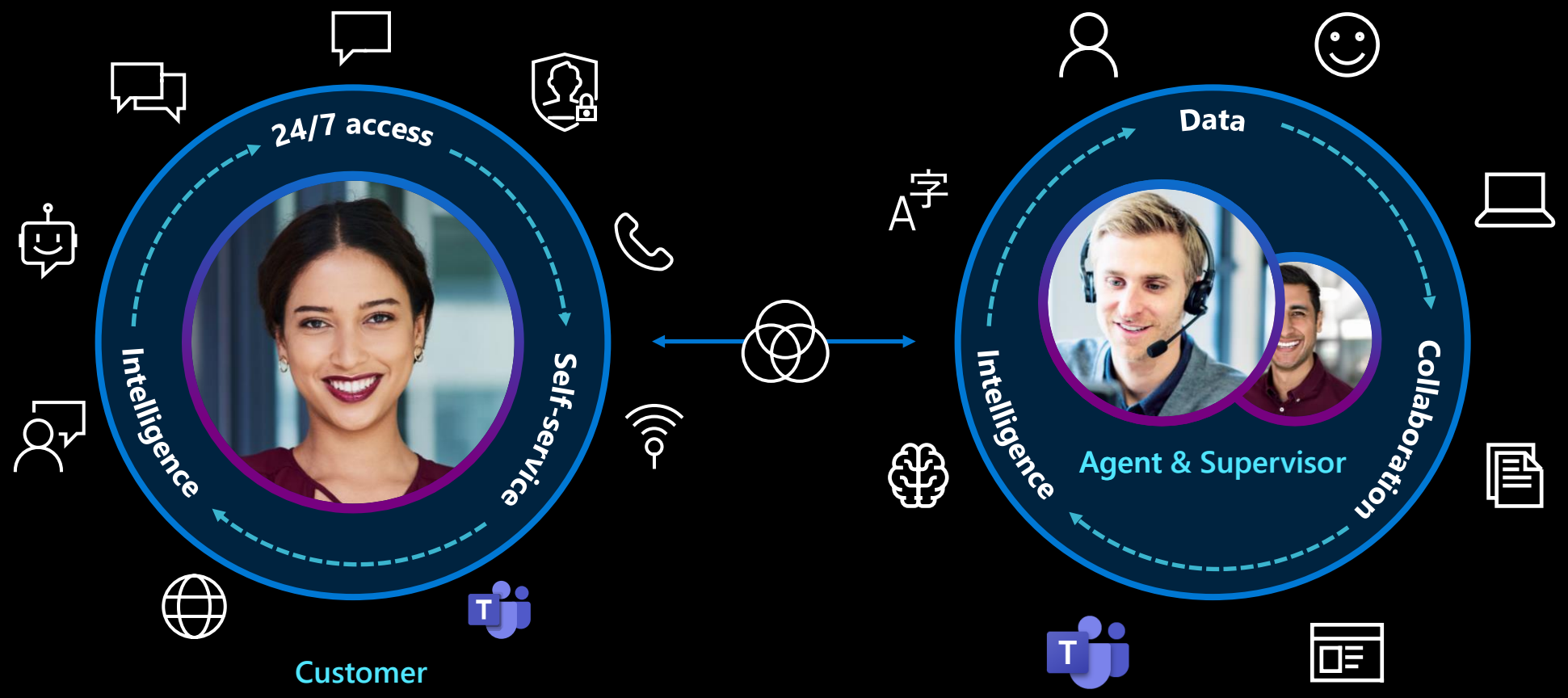
Service

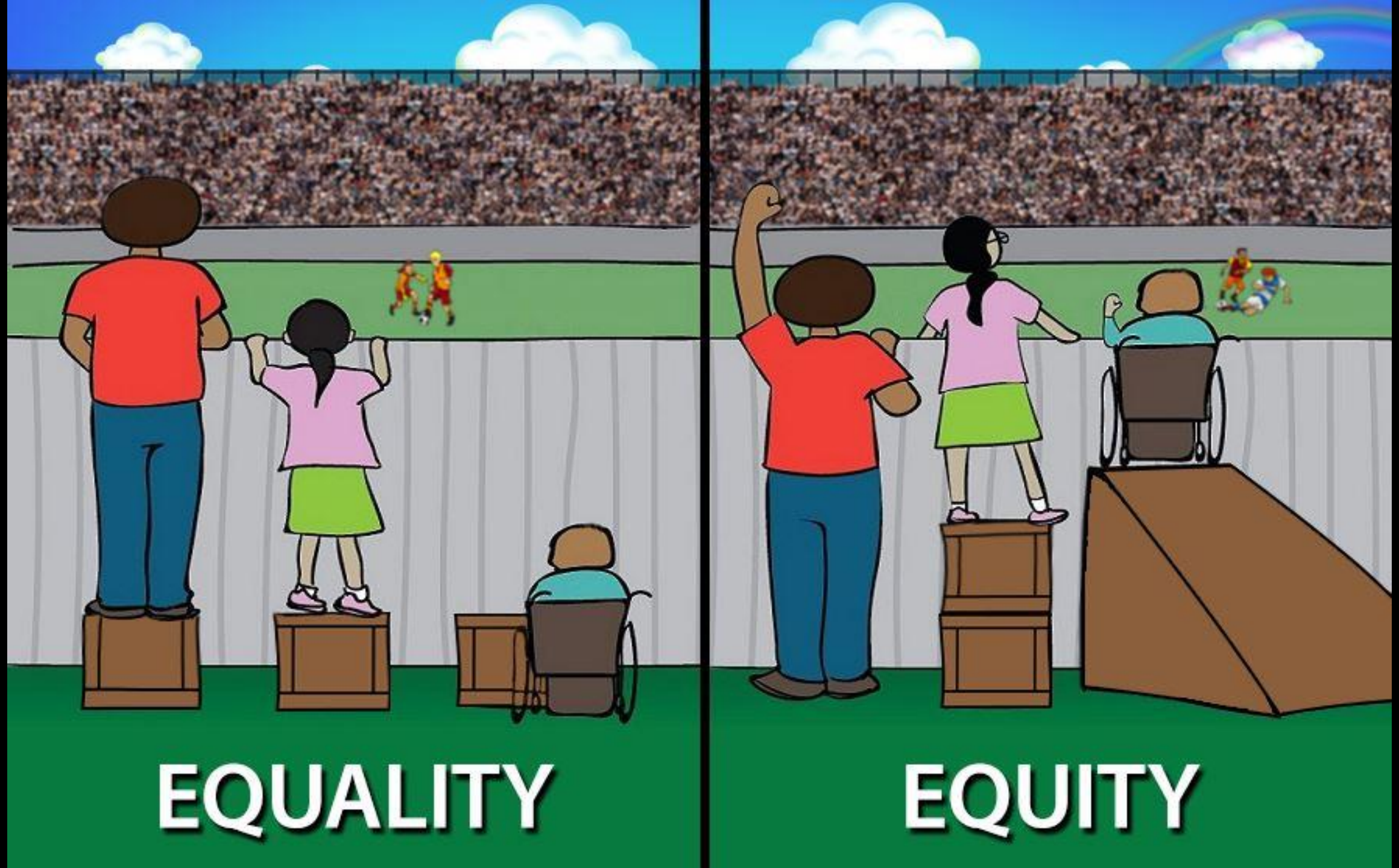



System 1
System 2
System 3
System 4
System 5
System 6
System 7
System 8
System 9

Multichannel vs. Omnichannel

All-in-one digital contact center




EQUALITY
EQUITY

Everyone wins with the all-in-one digital contact center

↓ 80% **Decrease** in case backlog

↓ 73% **Decrease** in average agent handling time

↓ 50% **Fewer** agents needed due to improved agent productivity

↑ 15% **Improvement** in first call resolution

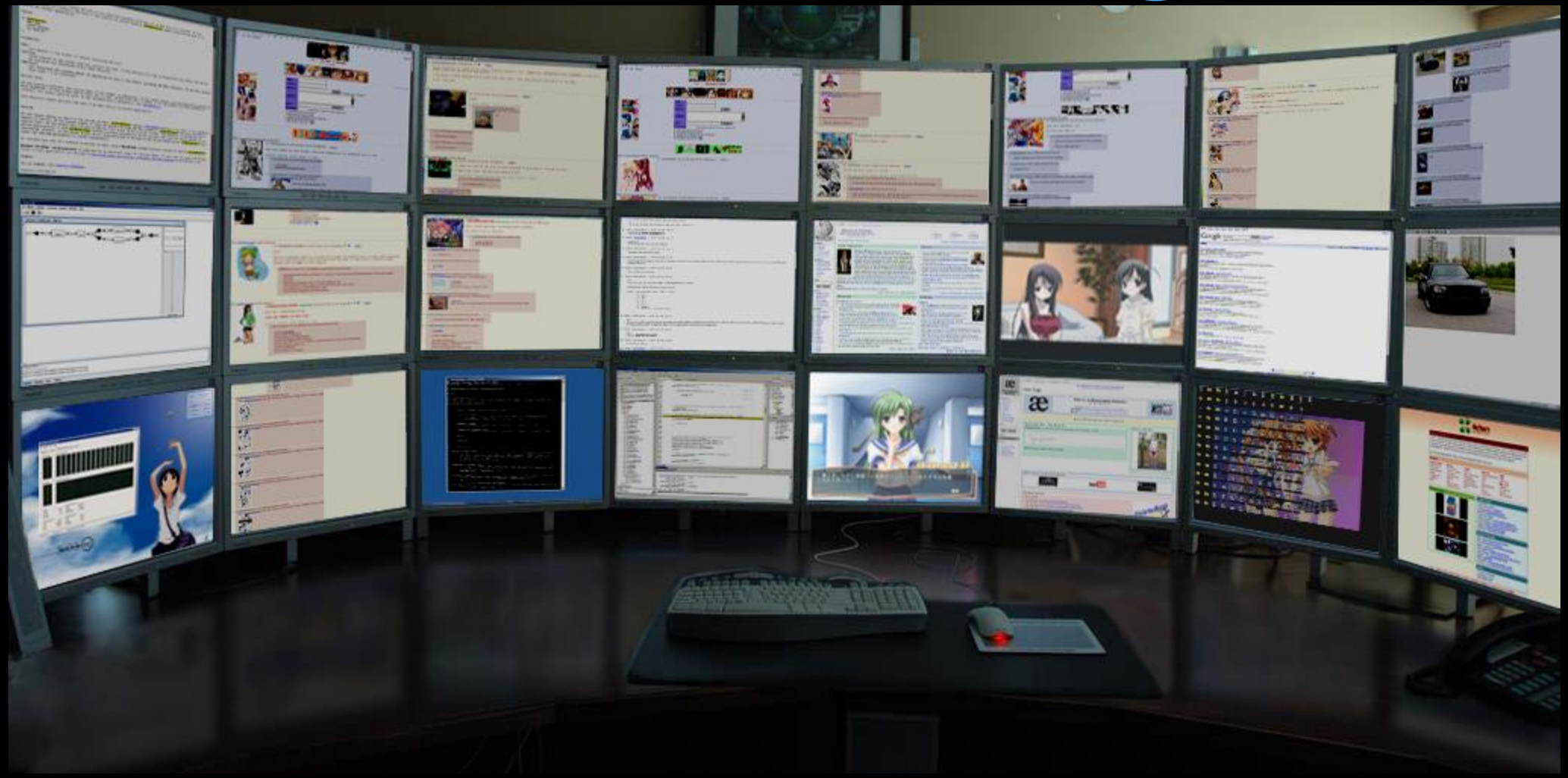
↑ 20% **Increase** to productivity for agents with automation capabilities

The Total Economic Impact™ of Microsoft Dynamics 365 Customer Service, a commissioned study by Forrester Consulting, August 2020

Spørsmål

- Hvor mange har supportsenter i dag?
- Hvor mange har telefoni?
- Hvor mange har chat på web?
- Hvor mange har chat fra sosiale medier?

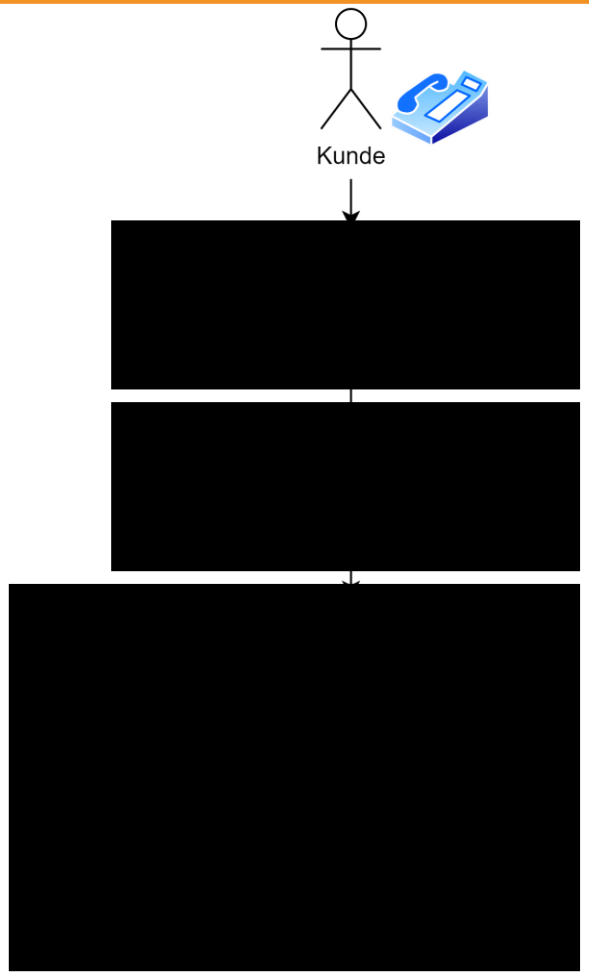
Omnichannel? 😂



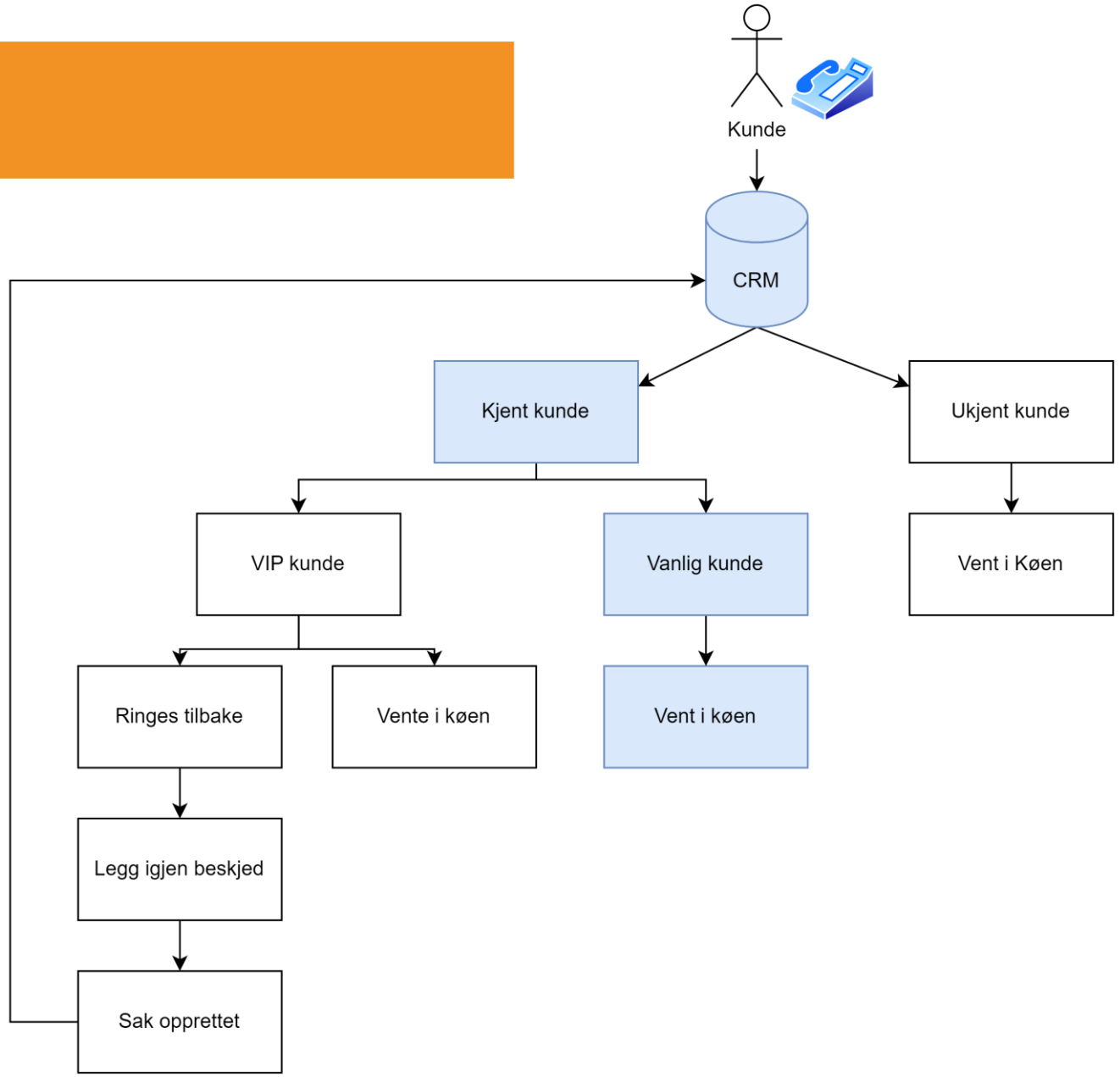
Omnichannel DEMO

- Telefoni og Chat
  - 1 linje (Telefon, Chat, Facebook)
  - 2 linje (Swarm)
  - Knowledge Base
  - Script
  - Ringe utgående
- Rapporter

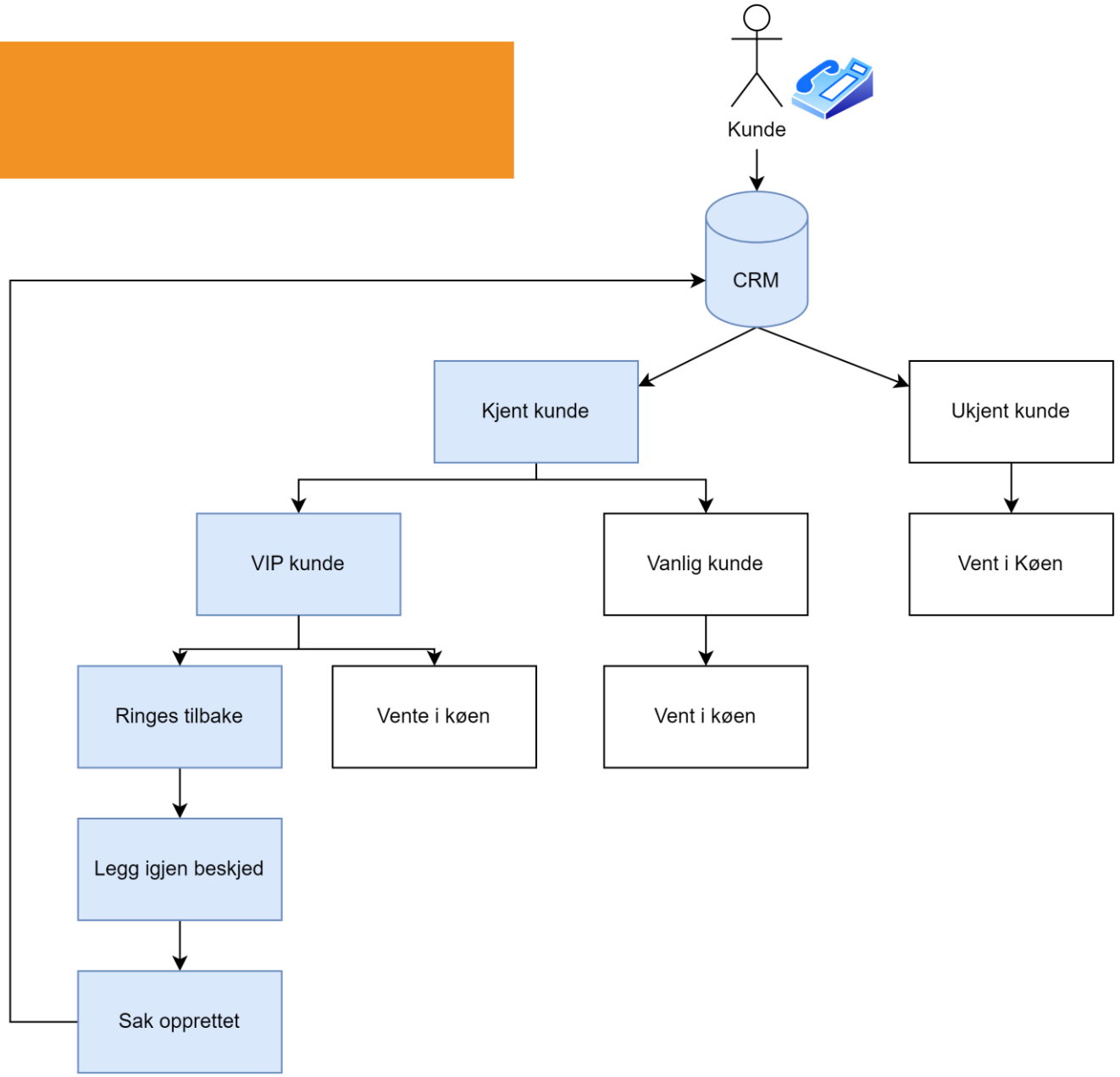
Normal telefondialog



Omnichannel



Omnichannel



Microsoft Dynamics 365

DEMO

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&
A