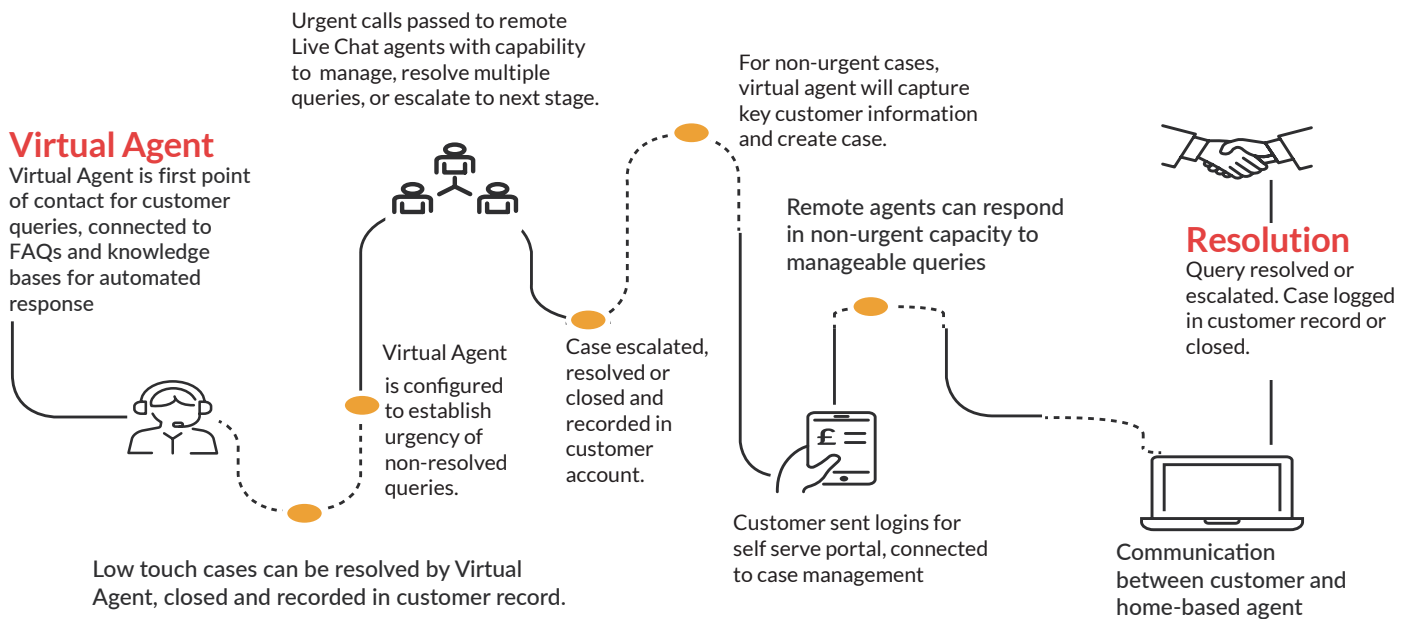Redspire

Microsoft

COVID-19 CUSTOMER CONTACT CRISIS SUPPORT

Mobilise quickly to ensure resilient operations and help contact centres face unprecedented demand.

How to implement a rapid, tactical solution to the **Covid-19 contact centre and operations crisis** in days and be positioned to overcome evolving challenges ahead.

Microsoft Gold Partner

PowerApps

Microsoft Power Platform

Power Virtual Agents

Microsoft Dynamics 365

Virtual Agent

Virtual Agent is first point of contact for customer queries, connected to FAQs and knowledge bases for automated response

Urgent calls passed to remote Live Chat agents with capability to manage, resolve multiple queries, or escalate to next stage.

Virtual Agent is configured to establish urgency of non-resolved queries.

For non-urgent cases, virtual agent will capture key customer information and create case.

Case escalated, resolved or closed and recorded in customer account.

Remote agents can respond in non-urgent capacity to manageable queries

Resolution

Query resolved or escalated. Case logged in customer record or closed.

Low touch cases can be resolved by Virtual Agent, closed and recorded in customer record.

Customer sent logins for self serve portal, connected to case management

Communication between customer and home-based agent

Overcoming call centre distress

During the Covid-19 health crisis, clients who provide essential services in industries like banking, insurance, health, travel and retail are experiencing huge spikes on call centre operations. The global pandemic is straining service centres everywhere, with a massive uptick in call volumes, further complicated by many agents working remotely.

Deploy omnichannel capabilities

With omnichannel capabilities for Dynamics 365 Customer Service, Power Virtual Agent and Power Apps Portals, contact centre employees can provide consistent, personalised support while working remotely.

Self-service portals capabilities reduce pressure and urgency from agents and ensure cases are properly distributed across the omni-channel environment. Users are quickly able to deploy chatbots that are trained to respond to the highest volume of inquiring questions while providing consistent levels of personalised support.

This is the time for rapid implementation, with solutions deployed at pace over just a few days to immediately relieve the pressure, and ensure internal teams are supported too.

Secure data infrastructures and unified operations has never been more important as we navigate the unfolding crisis.

The tools and technologies

Power Apps Service Portals
- build business apps and self-service portals, fast
- react to live needs to handle query flow
- connect to wider workflows and remote agents
- customers can log, update and self-manage their case
- free up front end agents and reduce call bottleneck

Power Virtual Agent
- create intelligent agents with no code
- connect to existing bots, portals and knowledge bases
- virtual agent fields queries and establishes urgency
- resolves or diverts low and medium touch queries
- reduce impact on frontline agents
- allows 24/7 self-service operations

Dynamics 365 Customer Service
- manage, record and resolve customer cases
- connect each stage of the customer journey
- unifies operations & automates business process flows
- monitor and manage call centre volumes
- a single source of truth for case communications
- ensures case continuity if agents out sick during crisis

Omnichannel for Customer Service
- a hub for managing case related communications
- provides multiple non-call ways to manage interactions
- extends the reach of Dynamics for Customer Service
- can deploy live agent chat remotely
- reduces dependency on system telephony
- connect cases across the entire customer environment