

## EDUCATIONAL WORKSHOPS

# Microsoft Dynamics 365 for Customer Service

*Microsoft and Redspire co-host a series of online workshops, for customers in Financial Services. Each session is designed to help FSI organisations build resilience in the new operating environment.*

*Overview the technology, learn about the new features that are transforming customer service, satisfaction and experience. See the capabilities in action and gain invaluable insights from our solutions specialists. Join us at the FREE, invite-only workshops to adapt and grow with the very latest technology, future-proof operations and excel in customer experience over the months and years ahead.*



## SESSION OVERVIEW

This session focuses on how to build affirmation and loyalty with Dynamics 365 for Customer Service, empowered by omni-channel and Power Platform capabilities.

- Connect the dots across all customer touchpoints to create incredible unified, cross-platform journeys that increase satisfaction and retention.
- Get Team insights on dashboards that collate common trends, as well as identifying high-CSAT scoring agents or those with additional training needs.
- Understand live, emerging service needs or common issues that require urgent, immediate attention.
- Make use of knowledge bases, rich unified data, bot-driven journeys and self-service Portals to relieve agent pressure and resolve queries and cases on the customer's preferred channel.
- Manage customer cases and complaints from case received to resolution, automating regulatory requirements and management function compliance at each stage.
- Maximise the incredible reach of Power Platform's no-code, low code integrations like Virtual Agent and customer facing Apps to reduce agent impact, and solve the highest volume of inquiring questions 24/7.



## AGENDA

- LENGTH** 2 hours
- PLACE** Online, hosted on Microsoft Teams Live
- AGENDA** During the two hour session, we'll cover the following:
- Introductions
  - Welcome and opening remarks
  - Dynamics for Service overview
  - Key features and integrations
  - Short demo and use case
  - Q&A
  - Closing remarks



## RESERVE YOUR SEAT

Please contact Helen Murphy, Partner Relationship Manager to register your interest:

[helen.murphy@redspire.co.uk](mailto:helen.murphy@redspire.co.uk)

# Redspire

Redspire is a Microsoft Gold Partner who work with the UK's leading financial services organisations. We lead our partners through meaningful digital transformation and revolutionise how they do business.

Specialising in Dynamics 365 and the Power Platform, and the limitless integrations of world-class Microsoft technologies, Redspire solve organisational business pain, futureproof operations and create a unified digital ecosystem that can be constantly enhanced or improved as digital evolves.

We've worked on the biggest operational challenges facing the industry today, including COVID-19 crisis management solutions across our client base, Business Banking improvements at Virgin Money, process automations at Beazley Insurance and client engagement at Money and Pensions Service.

## Criteria

This session is open to c-suite and business leaders in Microsoft account managed organisations in the Financial Services space.

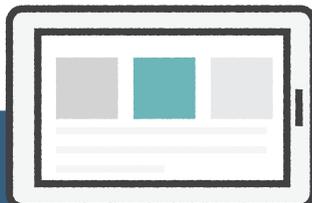
## Business Benefits

- Learn about the new and emerging technologies that are transforming customer service, satisfaction and experience in Financial Services
- Gain insight on best practice from other FSI business leaders, Microsoft and Redspire
- Formulate fresh ideas on the evolution of CX and technology use in your own organisation
- See the solutions brought to life by Redspire and Microsoft and access some of the UK's top minds in technology.



## What's included

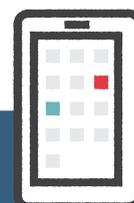
- A 2-hr Dynamics 365 for Customer Service workshop in the comfort of your own workspace, with expertise across FSI and insight from Microsoft and Redspire
- Free access to the Whitepaper, Re-imagining FSI in the Global Health Crisis



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Contact us  
today

Work better, work smarter, work together

