BECLOUD
Solutions for innovation

Dynamics 365

# Customer Experience Platform integrate to Microsoft Dynamics

BECLOUD

Solutions for innovation

BeCloud Solutions, an Information Technology company with more than 20 years of experience, developped an innovative Cloud Solution, suitable for any business and industry, to enhance the **Customer Experience** and strengthen the bond with customers.

We offer an Omnichannel Communicatio platform to support Marketing, Sales and Service departments and we are experts in helping companies adapt to the challenges that the CX market imposes, developing customized projects that are fully integrated with existing system, improving productivity, customer engagement and satisfaction, and reducing costs.

## ENTERPRISE CLASS FUNCTIONALITY

**Scalable and flexible.**
Extremely flexible, it meets the needs of companies of any size and sector.

**Technological updates.**
Being based on the Cloud, your Contact Center platform can be updated without interruption.

**Secure and compliant platform.**
Our solutions is compliant with PCI, SOC 2, HIPAA, TCPA, GDPR. Processes customer information securely, communication is encrypted.

**Fully customizable.**
The software has customizable Apis to generate specific drag-and-drop scenarios for your business.

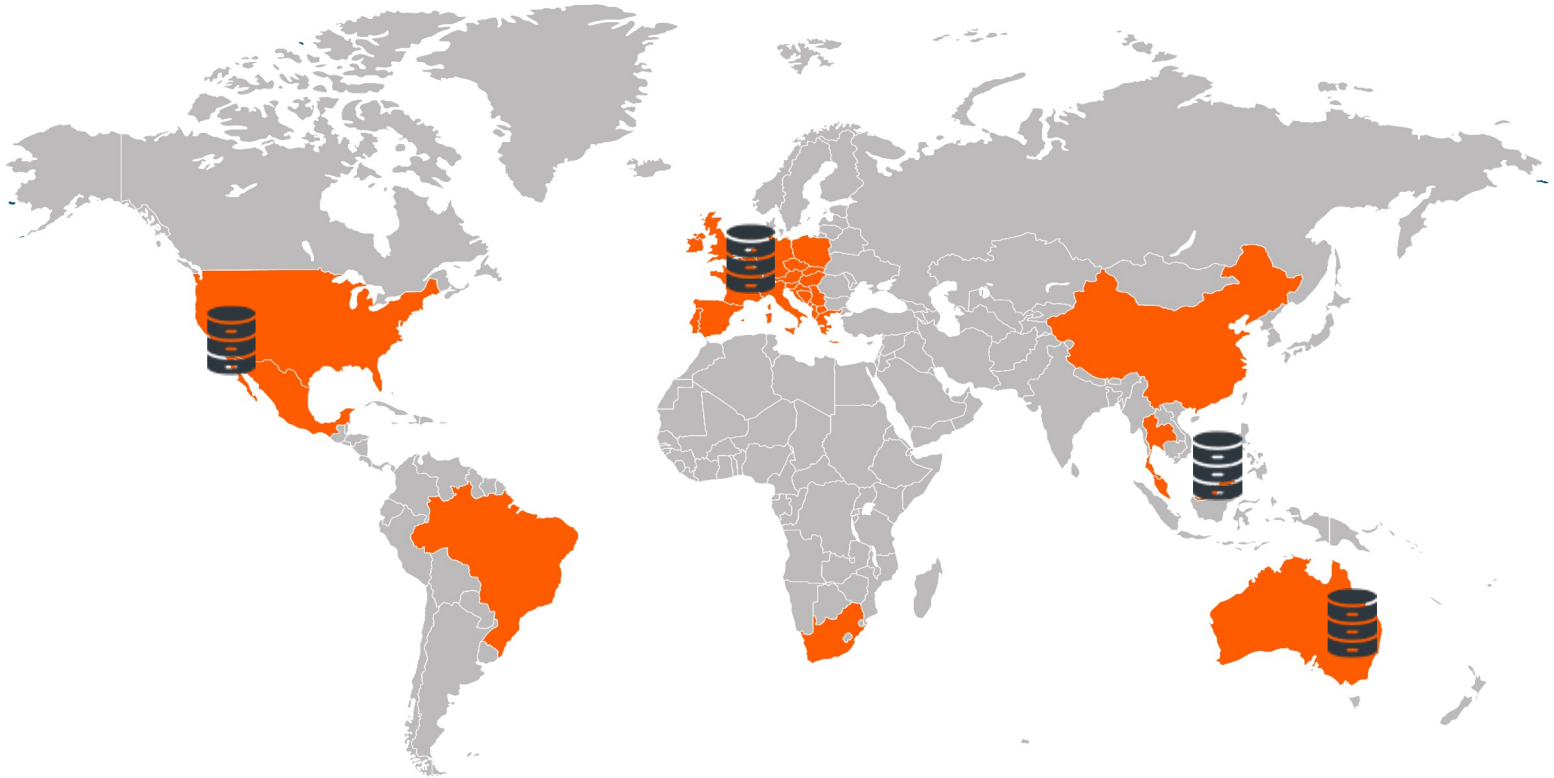
# WE OPERATE GLOBALLY TO HAVE A LOCAL PRESENCE

**HEADQUARTER**
UK – Bournemouth

**Italy**
Milan

**CUSTOMERS:** 33 Countries, 5 Continents,
14 languages and 23 different time zones

**4 AWS PLATFORM:** Frankfurt, Sydney,
San Francisco, Singapore



aws partner network

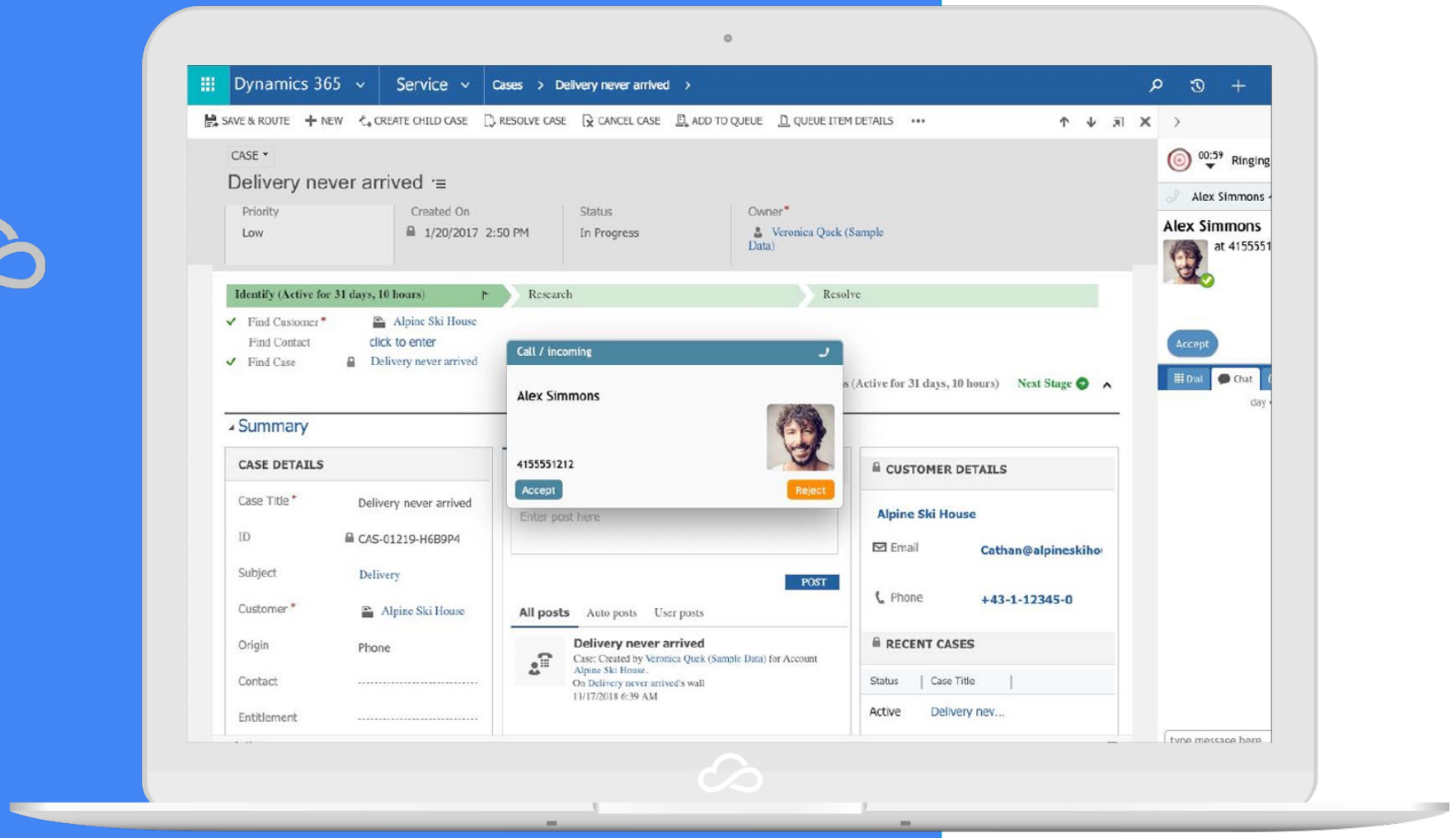
Amazon Technology Partner

WhatsApp

WhatsApp Service Provider Partner

BEINCONTACT

# Microsoft Dynamics Integration



BEINCONTACT

## 100% Cloud - Customer Experience Platform

Use the advanced **BeInContact solution integrated with Microsoft Dynamics to develop the most suitable communication strategy** for your company.

Microsoft Dynamics 365 is a cloud customer relationship management (CRM) solution running on Microsoft Azure. Dynamics 365 uses a suite of business applications connected through a common Microsoft cloud platform to provide insights into a business's customers, interactions, and operations.

Our integration enables you to embed BeInContact's Agent Desktop widget into your Dynamics 365 environment to get full call and chat capability in your CRM operations. In addition, integration allows contact center users, such as supervisors, to use Dynamics 365 data in contact center operations via a separate, pop-out Agent Desktop.

BeInContact, you can engage with Dynamics 365 customers on their channel of choice, whether it's voice, web chat, email, video, SMS, or social messaging, while gaining insights on customer behavior and tracking all interactions in context in activity history. The integration with the Dynamics 365 web client is powered by Microsoft's Web API for Dynamics 365 for Customer Engagement apps (version 9.x). A RESTful API, the Web API enables you to interact with Dynamics 365 data for Customer Engagement apps using various platforms, programming languages, and devices.

BEINCONTACT

**100% Cloud - Customer Experience Platform**

Through the integration, you can access and use Dynamics365 data in your BeInConatct Contact Center operations, providing comprehensive customer service to your existing contacts.

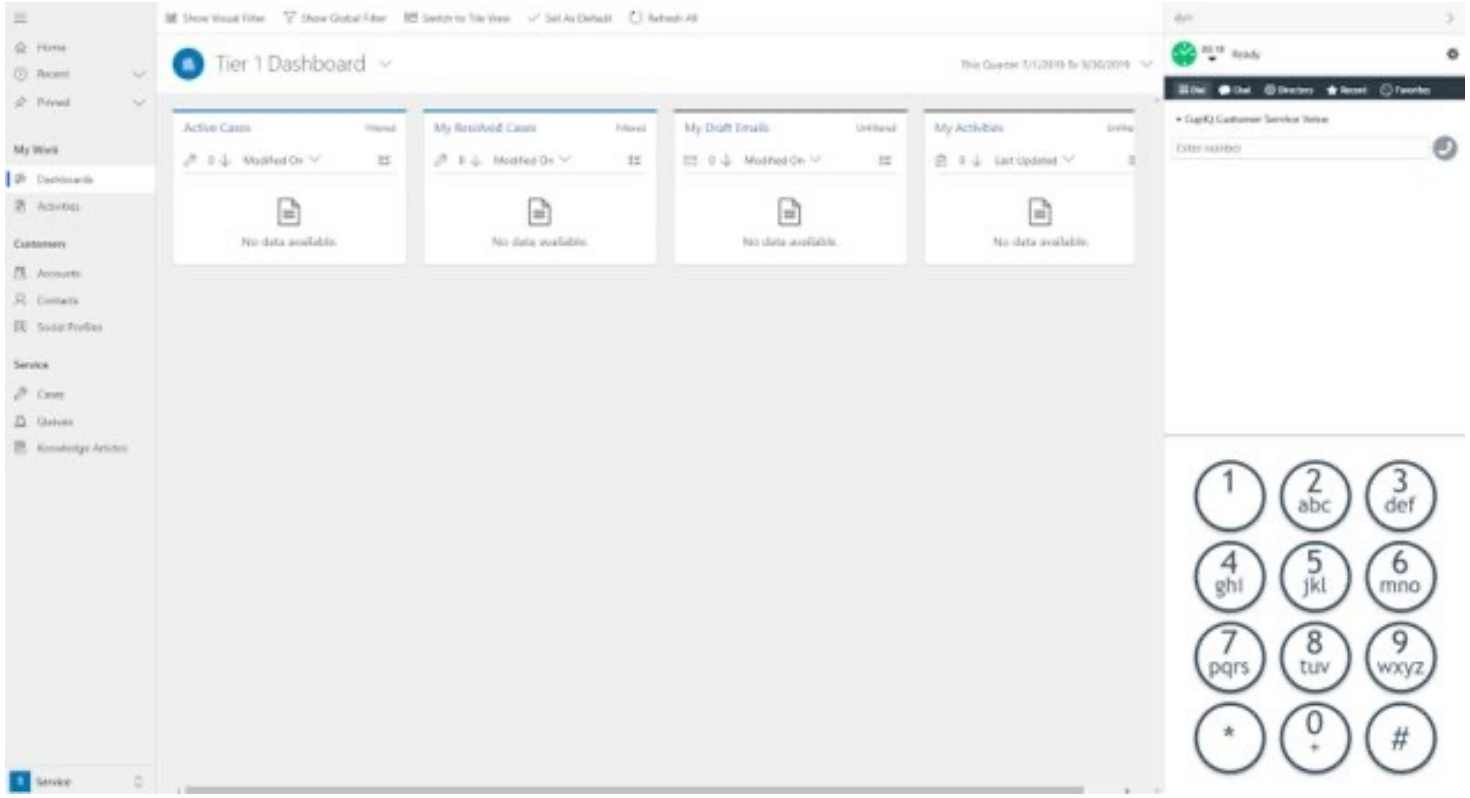
Our integration enables you to embed BeInContact AgentDesktop widget into your Dynamics 365 environment to get full call and chat capability in your CRM operations. In addition, integration allows contact center users, such as supervisors, to use Dynamics 365 data in contact center operations via a separate, pop-out Agent Desktop.

**Full list of features:**

- Single sign-on with Microsoft Azure using SAML 2.0
- Screen pop data objects to agents
- Transfer screen with transfer
- Switch screen contents when switching between conversations
- Click-to-dial functionality
- Ability to associate objects with the conversation
- Activity history
- Play recordings from within activity history
- Automatic contact identification and contact creation via Dynamics 365 data
- Dynamics 365 records management via scenarios
  - Create new objects
  - Update objects
  - Delete objects
  - Search objects
  - Screen-pop objects
- Embedded Agent Desktop widget in Dynamics 365 environment
- Direct access to Dynamics 365 data via Microsoft Web API

# How integration works

Microsoft Dyanmics CRM integration helps agents personalize calls using CTI screen pops and more. Identify callers by unique attributes, like phone number, and display information, such as the caller's name, on the agent's screen before the call connects.



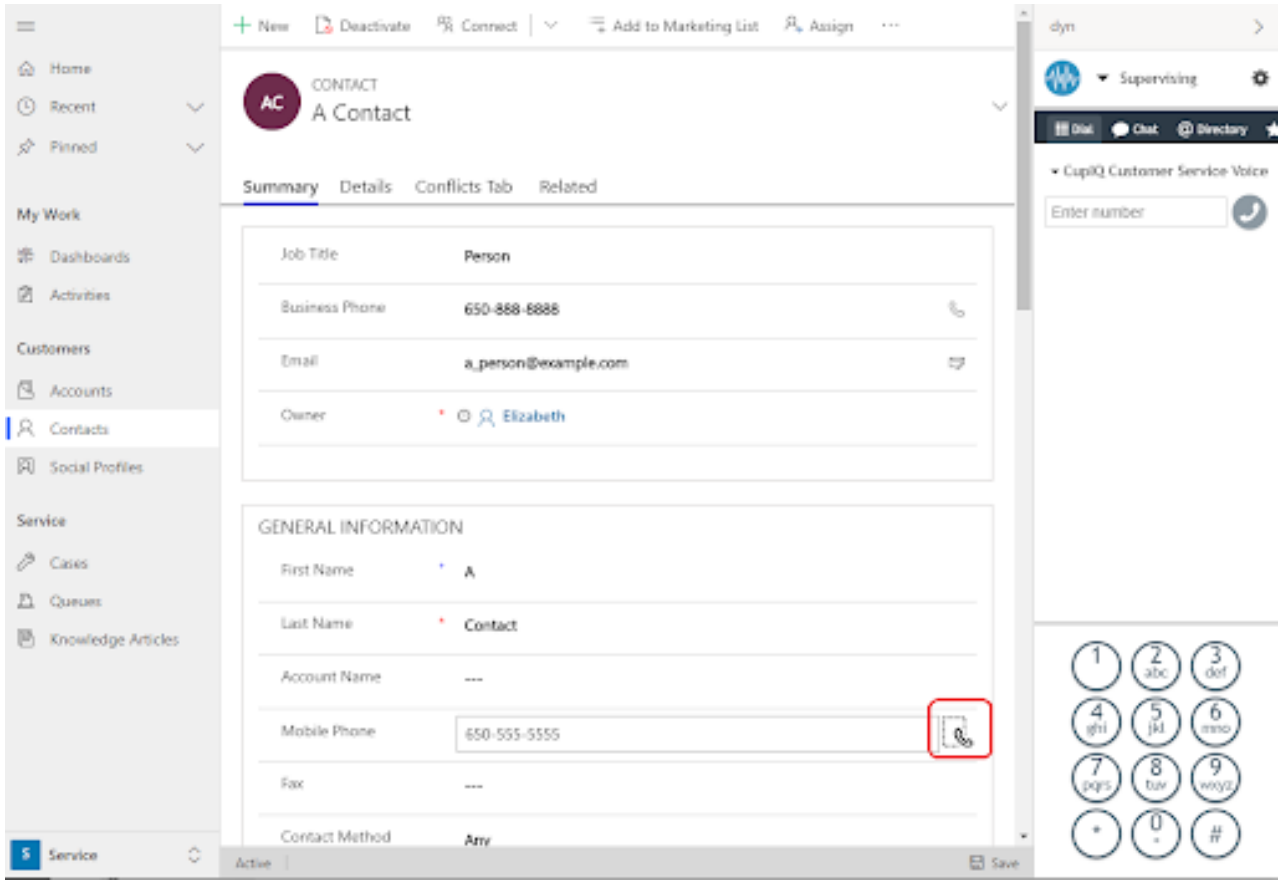

**BROWSER:** Google Chrome, Firefox, Edge o Safari

**PHONE:** Softphone embedded to the platform, WebRTC or IP phone or external phone on PSTN line

**CHAT:** Web Chat, SMS, **WhatsApp Business, Microsoft Teams**

**SINGLE SIGN ON:** Login to BeInContact in one-single-step

# How integration works




### IDENTIFICATION

Identify the caller on variables such as phone number, houses, fields and prioritize them based on their data.

### SELF-SERVICE & AUTOMAZIONE

Create automatic cases for after hour or voicemail calls, read, update or delete cases following a call or chat interaction.

### AUTOMATIC SYNCHRONIZATION OF LISTS

Profiles lists in Dynamics to set up a campaign and filters the fields, importing the content automatically into BeInContact.

### PREDICTIVE, PROGRESSIVE OR PREVIEW DIALER

Use different methods of automatic dialing in accordance with business needs.

### UNIFIED SUPERVISION

See the status of operators and monitor calls in real-time.

### SINGLE SIGN ON

Automatically log in to BeInContact after logging in to Microsoft Dynamics.

BE INCONTACT

## Step & Item

### 1. Add a new registrered App

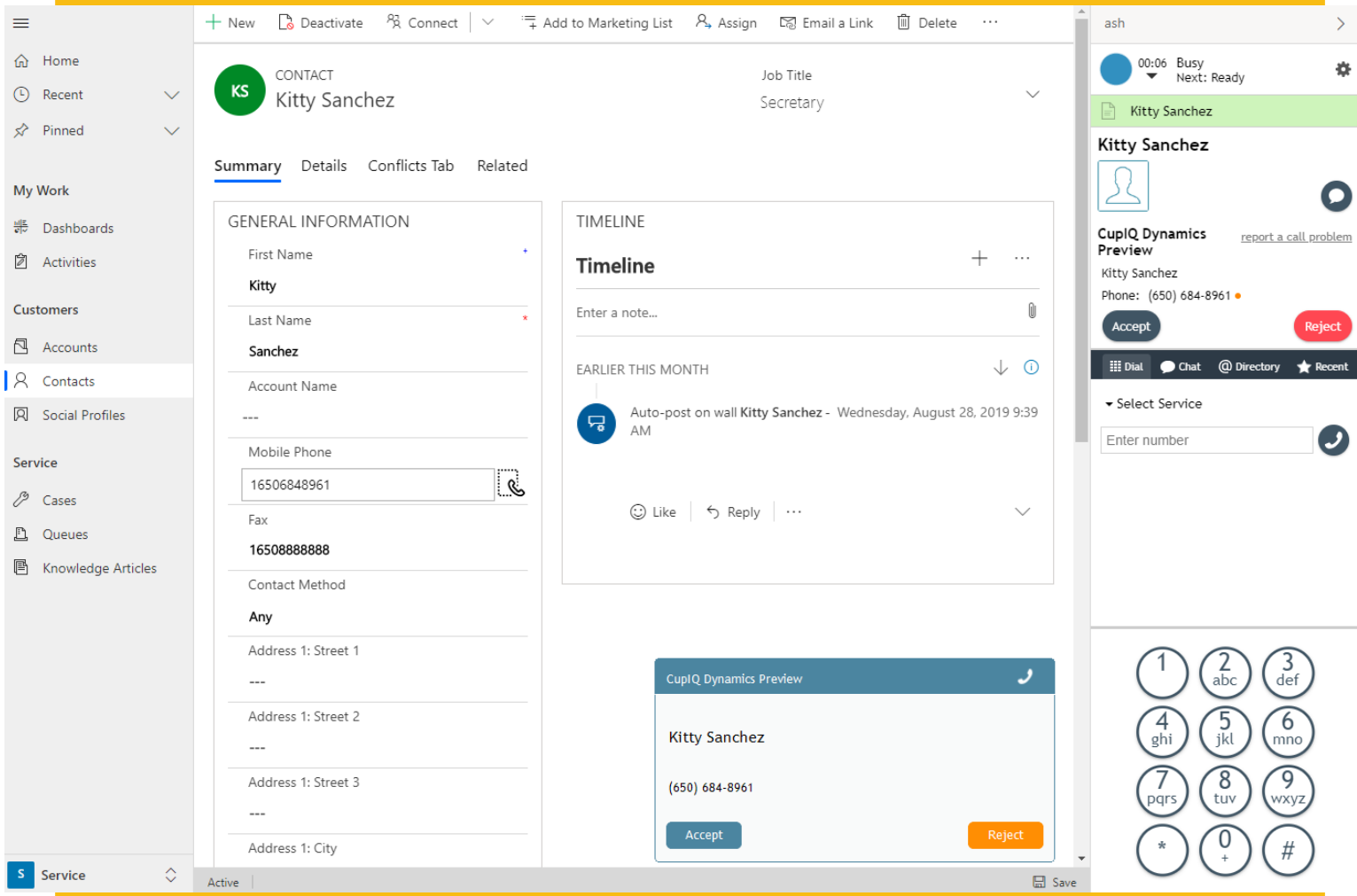
Adding a new registered App allows the Microsoft Azure Active Directory to communicate to BeInContact Software via Dynamics 365. This step enables the integration of scenarios.

### 2. Install Channel Integration Framework App

Sign in to your Dynamics 365 instance.

### 3. Install BeInContact Omnichannel Solution

Once the Channel Integration Framwork App is installed and configured, you can install the BeInContact Contact Center and Microsoft Dynamics 365.



Only 22% of companies have a platform that allows them to **integrate** channels and have alla customer data **available in real time.**

Source: Omnichannel Customer Experience Observatory Research - Base 150 medium to large companies

# BE RELAX

## SUPPORT AND ASSISTANCE

We deliver our services through an operational technical support team, providing Italian and English-speaking technicians, geolocated in Italy, available for remote or on-site and in-person support, depending on the type of intervention required by the customer.

All communications with the BeCloud Solutions technical support team, are conveyed through a ticketing system that will be provided to the customer from the time of GO-Live of the services.

# REVIEWS FROM SOME OF OUR CUSTOMERS

COMER SUD

*“I really appreciated the ease of omnichannel connection with the customer. The flexibility of the tool to integrate with and third-party software, and the ability to configure the experience according to the needs of the organization. The use of BeInContact was intuitive from the beginning, thanks to the help of the Support Team who was quick and attentive to our business needs.”*

***Simona Frisella Vella***
*D-Service Business Unit Manager*

Prysmian Group

*"The solution has brought many advantages to our group: operating in multiple locations and markets, the whole process of Customer Centricity is unique and reported in a single point of information collection. BeCloud Solutions has proven to be a reliable partner and available in all project phases such as design, delivery and above all post-live, supporting operating and business in the phase of change management and, most importantly, adoption."*

**Andrea Barba**
IT Solution Delivery Manager

E80 GROUP

*““At E80 Group, listening to the customers is a main pillar. The primary goal is to offer them 360° services with innovative, intuitive and easy-to-implement solutions. Thanks to the partnership with BeCloud Solutions we improved the level of Customer Satisfaction and increased, at the same time, the contact rate. We believe that the sinergy and the big teamwork carries an added value not only to our customers, but also to ourselves, improving moments of learning and continuing the Customer Service innovation.”*

**Roberto Sansiveri**
IT Software Manager

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Need more information?

Contact us Monday - Friday, 9 a.m. to 6 p.m. or send us an email we will get back to you as soon as possible.

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