



BECLLOUD
Solutions for innovation



Dynamics 365

**Contact Centre
Platform integrated
into
Microsoft Dynamics**



BeCloud Solutions revolutionary cloud technology is the industry's simplest, most powerful **Cloud Contact Center**.

It's new, it's different, and it will revolutionise the way that fast, easy **Customer Service** is delivered with feature-rich customer service technology faster to deploy and super-easy to use.



UK-Headquarter

Bournemouth



ITALY

Milan

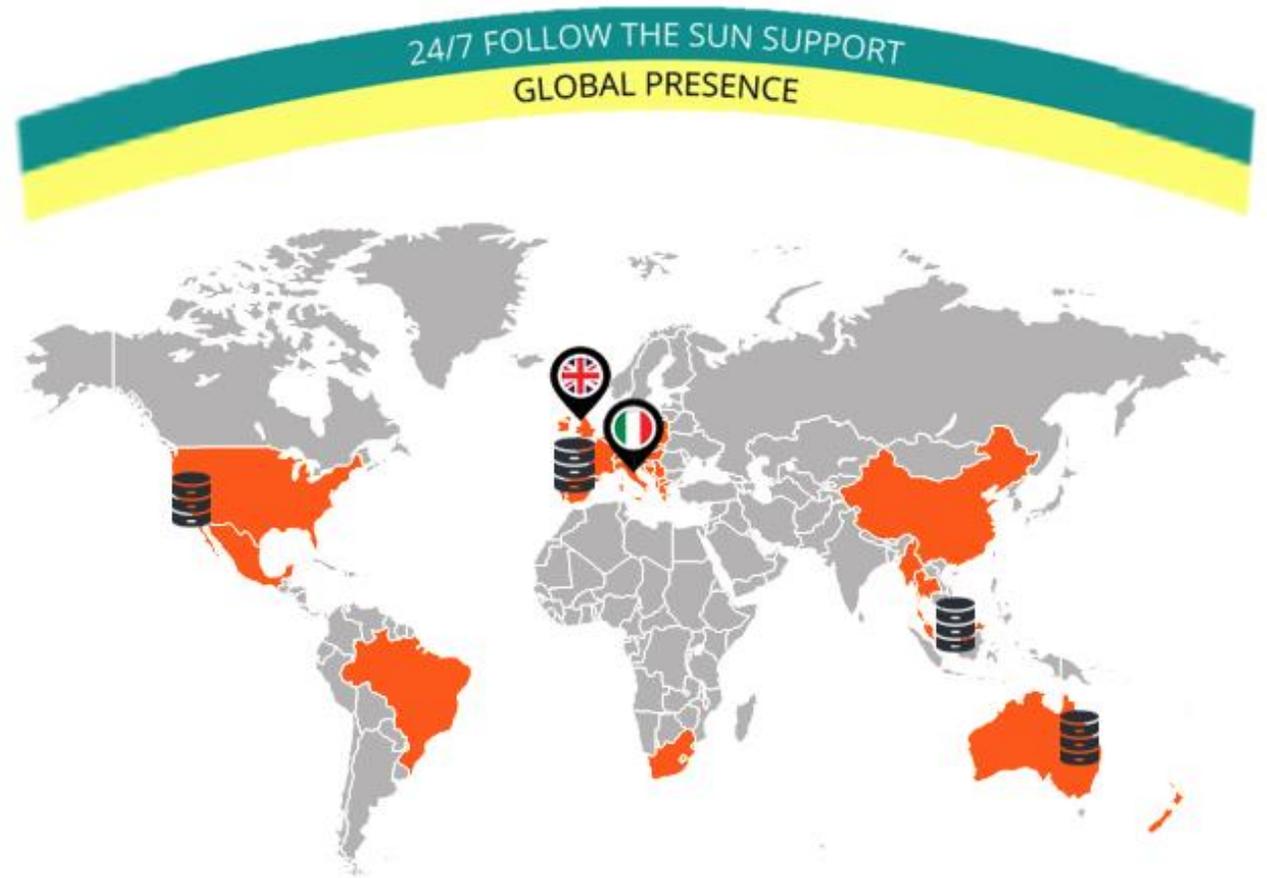


CUSTOMERS: 24 Country, 5 Continents,
14 languages and 23 different time zones



4 AWS PLATFORM:

Frankfurt, Sydney, San Francisco, Singapore (in progress)



100% Cloud

1

Single Vendor

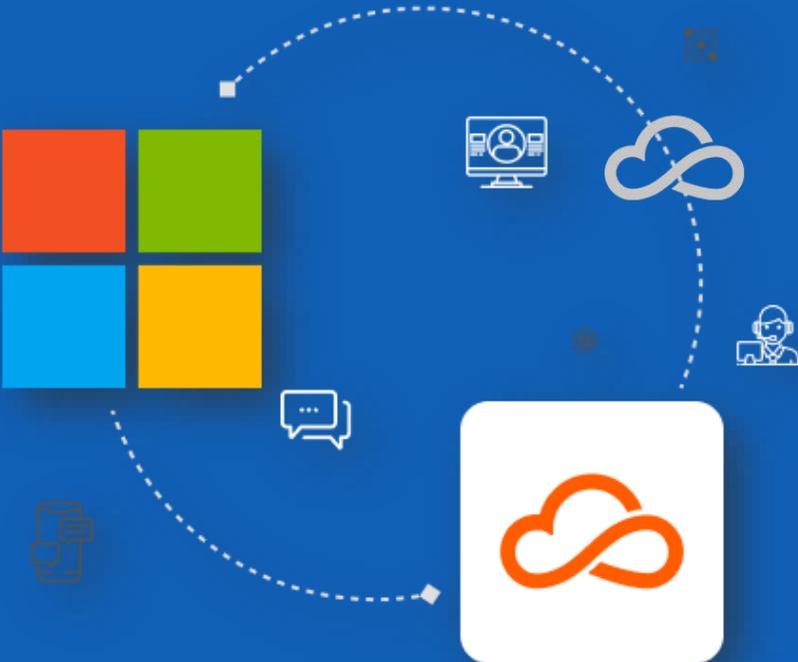
10+

CRM Integrations



AI & Automation

BeInContact: CTI Microsoft dynamics integration



The screenshot displays the Microsoft Dynamics 365 Service Hub interface. The main window shows a case titled "Delivery never arrived" with a status of "In Progress". The case details include a priority of "Low", a creation date of "1/20/2017 2:50 PM", and an owner of "Veronica Quek (Sample Data)". The case is currently in the "Identify" stage, with a "Research" stage also visible. The "Identify" stage is active for 31 days and 10 hours. The "Find Case" step is completed, and the "Find Customer" and "Find Contact" steps are also marked as complete. The "Find Customer" step is linked to "Alpine Ski House" and "click to enter". The "Find Case" step is linked to "Delivery never arrived".

The "Summary" section shows the following case details:

CASE DETAILS	
Case Title *	Delivery never arrived
ID	CAS-01219-H6B9P4
Subject	Delivery
Customer *	Alpine Ski House
Origin	Phone
Contact
Entitlement

The "CUSTOMER DETAILS" section shows the following information for "Alpine Ski House":

CUSTOMER DETAILS	
Email	Cathan@alpineskiho
Phone	+43-1-12345-0

The "RECENT CASES" section shows a table with the following data:

Status	Case Title
Active	Delivery nev...

A call window is open for "Alex Simmons" with the phone number "4155551212". The window shows a profile picture and buttons for "Accept" and "Reject". The "All posts" section shows a post from "Alex Simmons" with the text "Case: Created by Veronica Quek (Sample Data) for Account Alpine Ski House. On Delivery never arrived's wall 11/17/2018 6:39 AM".

Find out the integration with our CTI Phone Bar



Be360° is a **Cloud integration iPaaS – integration Platform as a Service**. It allows different application integration (Cloud, On-Premises, Legacy) without architectural complexities such as software, appliances, or custom codes.

Implements the CTI Phone bar within the Microsoft Dynamics layout to manage communications on all contact channels, also allowing the operator to manage incoming interactions accompanied by all the information recorded within the CRM, optimizing the management of the contact and information sharing.



BROWSER: Google Chrome, Firefox, Edge or Safari



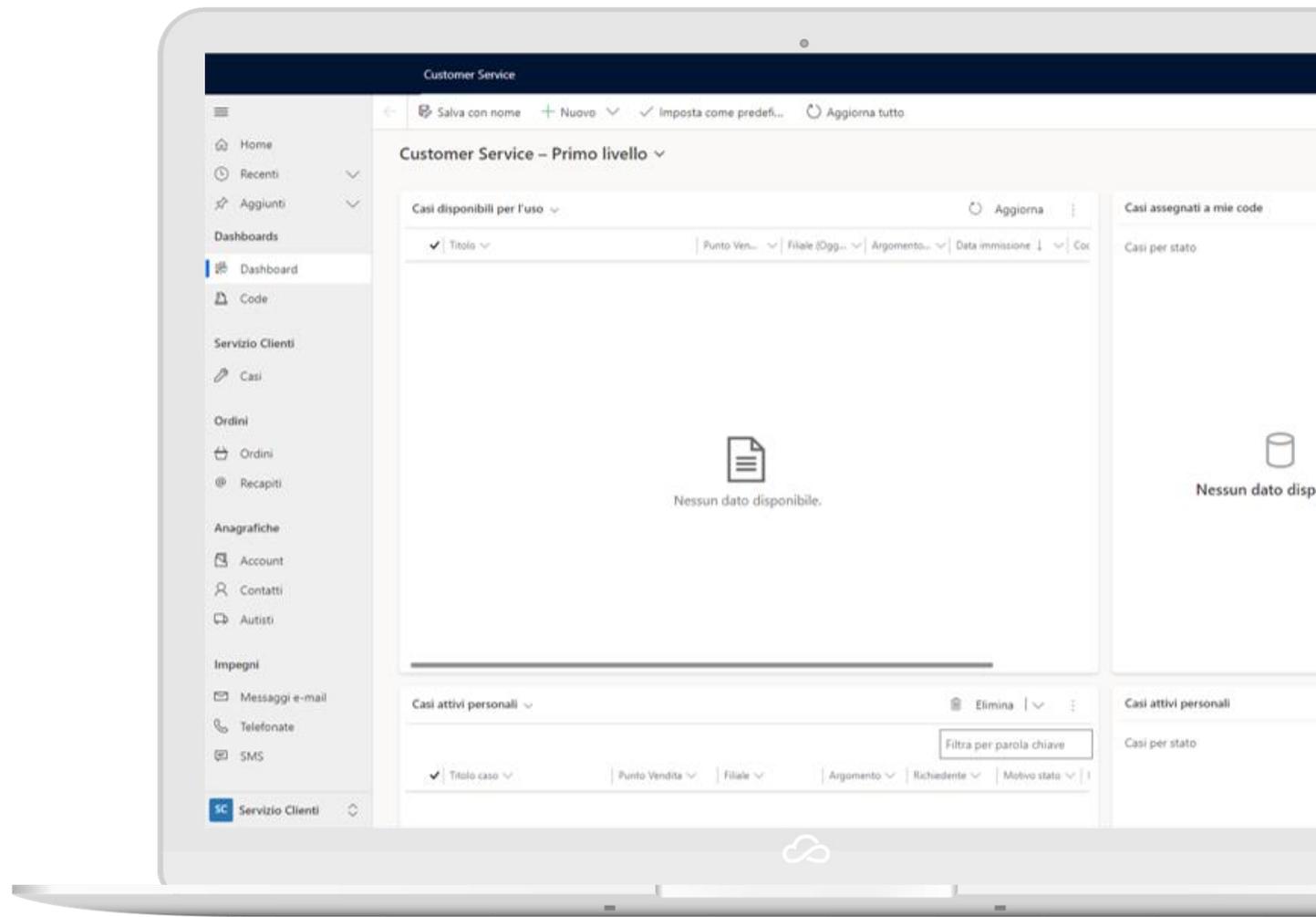
PHONE: Softphone embedded to the platform, IP softphone or external phone on PSTN line

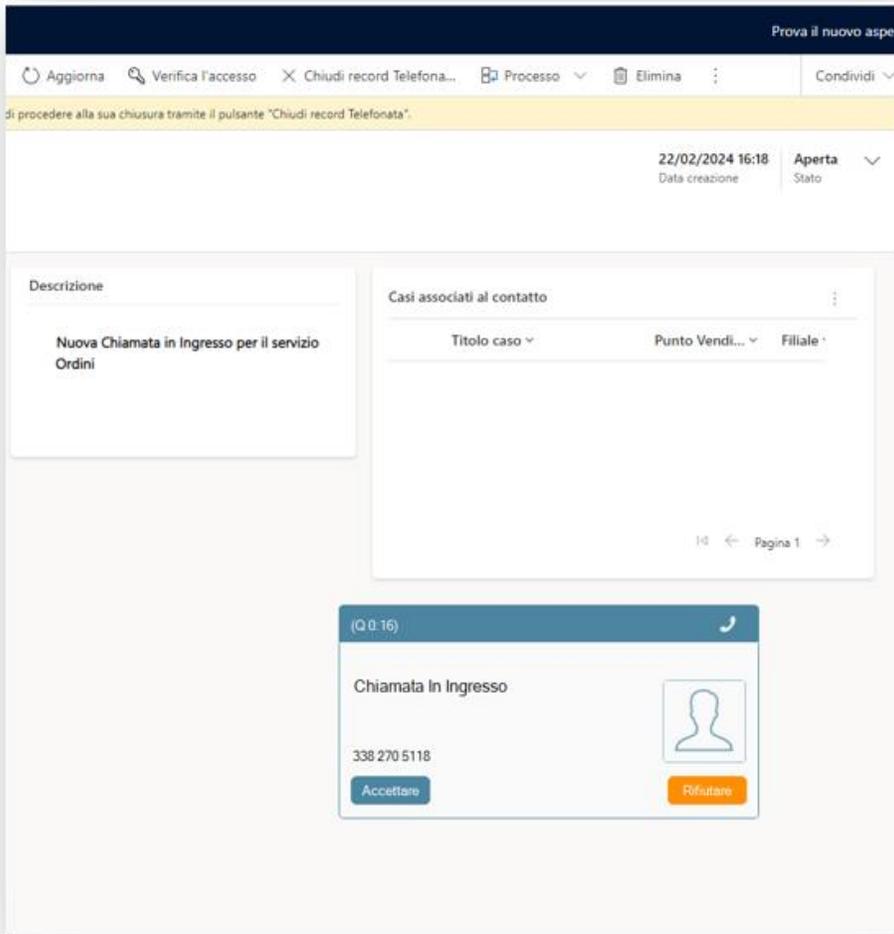


CHAT: Web Chat, SMS, **WhatsApp Business**, **Microsoft Teams**



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





IDENTIFICATION AND SCREENPOP

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

SELF-SERVICE & AUTOMATION

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

LISTS AUTOMATIC SYNCHRONIZATION

Profile the lists in Microsoft Dynamics to configure a campaign and filter the fields, automatically importing the contents into BeInContact

PREDICTIVE, PROGRESSIVE, PREVIEW DIALER

It uses different automatic dialing methods according to business needs

UNIFIED SUPERVISION

See operator status and monitor calls in real-time

SINGLE SIGN ON

Automatically log into BeInContact after logging into Microsoft Dynamics



DATA SHARING

Data allows agents a quick answering, diminishing waiting times and providing a personalised experience.

CALLER VISUALISATION

Allows the agent to immediately identify the callers information thanks to already available data stored in CRM.



CLICK TO CALL

Optimise agents daily operations. Number dialing won't be needed: the softphone will do it automatically.

PERFORMANCE ANALYSIS

Allows activities and performances monitoring to better analyse data, boost goals achievement and manage CX improvement.



Thank you!



Do you need more informations? Contact us!

 **PHONE:** +44 2045710701

 **EMAIL:** marketing@becloudsolutions.com

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