

Beyond Key is Revolutionizing Customer Support with Microsoft Dynamics 365

Chicago, Illinois Oct 25, 2023 ([Issuewire.com](https://www.issuewire.com)) - Beyond Key Systems, a Chicago-based Microsoft Gold Partner is proud to announce a breakthrough in customer support and service excellence through [Microsoft Dynamics 365](#). This cutting-edge solution is set to transform the way businesses manage customer relationships, streamline support operations, and enhance overall customer experiences.

In the ever-evolving landscape of digital transformation, businesses are required to adapt and excel in delivering outstanding customer experiences. Beyond Key Systems understands the pivotal role played by a robust Customer Experience (CX) strategy, making it imperative to analyze the customer journey, capture the voice of the customer, and seamlessly distribute vital customer data to various stakeholders, including sales, marketing, customer support, and senior leadership.

Microsoft Dynamics 365 has emerged as a game-changing platform, providing a comprehensive [customer service solution](#) to help organizations succeed in this customer-centric era. Beyond Key Systems offers a range of integrated services aimed at elevating customer support and service operations, ultimately benefitting both customers and employees.

Our Comprehensive Offerings Include:

- **Automated Help-desk Ticketing:** Say goodbye to manual ticket management.
- **IVR to Lead Capturing:** Capture valuable leads through Interactive Voice Response.
- **Chatbot to CRM Lead Capturing:** Leverage AI-driven chatbots to gather leads seamlessly.
- **Automated Task Assignment:** Efficiently assign and track tasks, ensuring nothing falls through the cracks.
- **Voice of Customer Integration:** Gain valuable insights by integrating customer feedback into your processes.
- **Integration with Microsoft Office:** Streamline your workflows by integrating with familiar Office applications.
- **Reporting & Analytics:** Make data-driven decisions with powerful reporting and analytics tools.
- **Self-service Virtual Agents:** Empower customers with self-service options, reducing response times.
- **Built-in Transcription and Translation:** Break down language barriers with real-time translation and transcription.
- **Real-time Sentiment Analysis:** Understand customer sentiment to enhance your service quality.
- **Context-driven Agent Suggestions:** Equip your agents with the tools they need for personalized interactions.
- **Integrated IoT Alerts:** Stay ahead of issues with real-time IoT alerts.
- **Automated Merging of Similar Cases:** Avoid redundancy and enhance efficiency.
- **Include Telephone Support for an All-in-one Contact Center:** Provide comprehensive support through multiple channels.

With Beyond Key Systems, organizations can achieve end-to-end automation within a secure Microsoft environment, ensuring data privacy and reliability. The solution promises to revolutionize customer

support, making it easier for businesses to connect with their customers, understand their needs, and deliver top-notch services.

To showcase the potential of Microsoft Dynamics 365, Beyond Key Systems extends an invitation for a Free Demo. During this session, the team will demonstrate how these offerings can transform customer support and enhance business operations. This opportunity provides practical insights into scaling engagement efforts and utilizing cutting-edge features such as Omni Channel, PowerVirtual Agents, Customer Service Insights, and Customer Insights.

CEO Statement:

Piyush Goel, CEO of Beyond Key Systems, expressed her enthusiasm for the new Microsoft Dynamics 365 offerings: *"At Beyond Key Systems, we are committed to helping businesses excel in delivering exceptional customer support. Our partnership with Microsoft Dynamics 365 allows us to bring innovative solutions to the table, ensuring businesses can harness the power of technology to meet and exceed customer expectations. We believe in the potential of our offerings to reshape the customer support landscape and empower organizations to thrive in the digital age."*

For more information on how Beyond Key Systems and Microsoft Dynamics 365 can transform your customer support and service operations, please contact contact@beyondkey.com

About Beyond Key:

[Beyond Key](#) is a Chicago-based Microsoft Solutions Partner, dedicated to delivering innovative solutions that help businesses excel in the digital era. The company provides a wide range of services aimed at transforming customer support, streamlining operations, and enhancing customer experiences.

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