

Beyond Key is Revolutionizing Customer Service Excellence with Microsoft Dynamics 365 Customer Engagement



Chicago, Illinois Dec 31, 2023 ([Issuewire.com](https://www.issuewire.com)) - Beyond Key is a global IT Solutions provider and a Microsoft Solutions Partner based in Chicago. We provide enterprise solutions and consulting services to organizations seeking digital transformation and technology adoption.

In the ever-evolving landscape of customer experience management, businesses worldwide are constantly seeking innovative solutions to enhance customer satisfaction and loyalty. With [Microsoft Dynamics 365 Customer Service](#), businesses gain a comprehensive overview of current events in their customer service operations. Embedded interactive dashboards provide insights into overarching figures, data, and facts, allowing companies to make informed decisions and deliver unparalleled service.

Recognizing the critical role of customer feedback, Beyond Key being a Microsoft Solutions Provider is offering a game-changing CRM module that will empower organizations to transform their customer interactions.

Microsoft Dynamics 365 Customer Service Offerings

Beyond Key aims at providing [MS Dynamics 365 CE](#) (Customer Engagement) services which covers the complete service contract management and licensing, allowing businesses to efficiently manage service contracts in various formats. We help businesses build an automated system that streamlines incoming inquiries, aligning them directly with the relevant service contracts and ensures that maintenance intervals, resources, and materials are planned and controlled in accordance with service agreements.

- Development of process workflows for efficient handling of repairs, warranty claims, and returns.
- Processing of rental devices, spare parts orders, and external services.
- Service contract management with service level agreements.
- Maintenance and repair management.
- Order processing, including invoicing of additional costs.
- Extensive monitoring of terms and profitability.
- Mapping of responsibilities and specialist skills through employee profiles.
- Routing functionalities for prioritizing and distributing incoming service requests.
- Development of a knowledge database for internal and external service employees.

Comprehensive Features Offered

- Automated Help-desk ticketing.
- IVR to lead capturing.
- Chatbot to CRM lead capturing.
- Self-service Virtual Agents.
- Real-time sentiment analysis.
- Automated merging of similar cases.
- End-to-end service engagements with minimal customer effort.
- 360-degree view of the customer.
- Real-time insights.
- Analysis of social post sentiment.
- Automated case routing.
- Personalized surveys.

Integration Capabilities

- Power BI for interactive dashboards.
- Integration with Office 365, PowerApps, PowerBI, and Portals.
- Integration with existing financial tools

With Microsoft Dynamics 365 Customer Service, we recognize the transformative power of the Voice of the Customer and Omnichannel Engagement in understanding and meeting customer expectations. Our commitment to providing businesses with robust tools and insights fuels our drive to deliver exceptional customer experiences globally," said Ashish Sankhla, Chief Operating Officer at Beyond Key.

About Beyond Key

[Beyond Key](#) is a Certified Microsoft Solutions Provider specializing in delivering [Microsoft Dynamics 365 Customer Engagement](#) and CRM consultancy services to organizations worldwide. Established in 2005 and headquartered in Chicago, Beyond Key operates offices across North America and the UK, with additional delivery centers strategically located in Asia.

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