



## Drive customer loyalty and boost recurring sales with an effective and effortless customer service tool

 Microsoft | Dynamics 365

If you are responsible for customer service provision and performance in your SMB organization, you will recognize these issues and the need to professionalize your customer experience further:

"Our agents can be overwhelmed with a lack of productivity and focus."

"We do not have the IT resource or budget to implement and maintain a heavy Customer Service system, but we desperately need the best practice that it could offer us."

"Our customers and prospects expect more from us every day and we struggle to compete effectively in an omni-channel world."

### Why choose Prodware to support your sales needs in Dynamics 365 Customer Engagement?

As a Microsoft partner, Prodware has developed and implemented Dynamics CRM projects across Europe.

Our experienced R&D team work closely with our clients to develop solutions that suit their own client engagement needs.



**Fast Service is a simplified customer service tool built to respond to the needs of SMB. Ready to use and easy to manage, it's the perfect solution for SMB service teams to manage their customers and cases:**

- Built on Dynamics 365 on the Azure cloud with full integration with leading Microsoft technologies such as Office 365, Outlook and Cortana for improved productivity and collaboration across agents and integration with supervisors' daily work files
- Two role profiles with dashboards and focused areas – Agent and Supervisor
- Out-of-the-box installation and functionality for greater user adoption
- Full synchronization and updates
- Accessible from tablet, smartphone, PC or laptop



Improve customer case resolution and boost agent productivity

Just 4% of service organizations can solve an inquiry using a single application. Fast Service holds all your information together in one place, saving time when switching between applications.



Empower the modern agent

There has been a 12% decline in first call resolution (FCR) in recent years, an agent turnover rate of 29%. By giving your agents and supervisors the right tools for their job, your staff remain motivated and engaged to represent your organization.



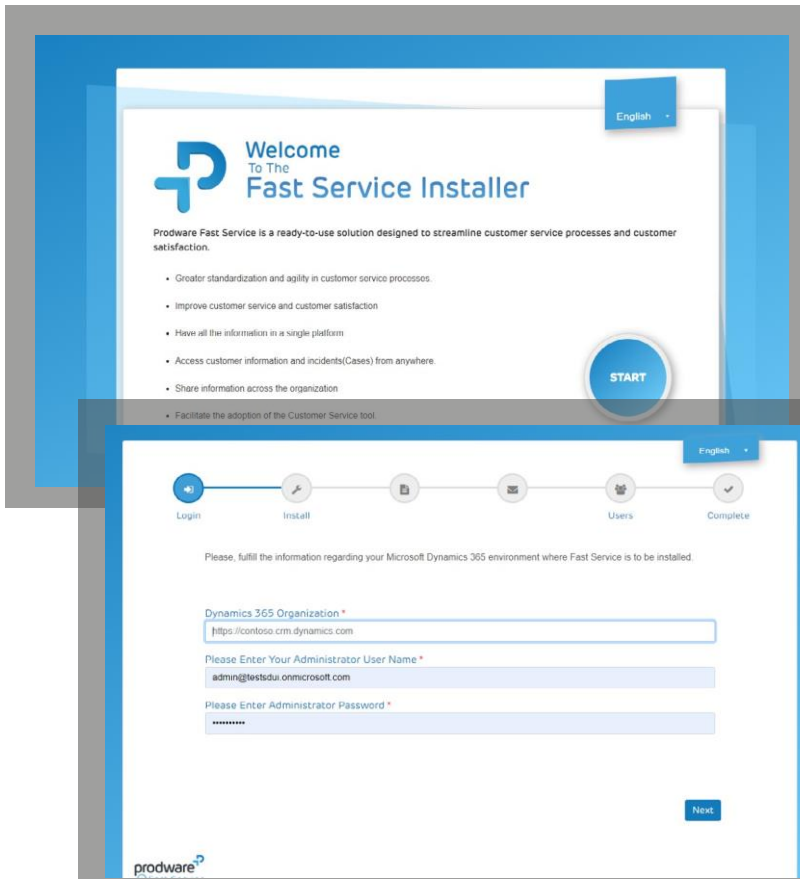
Inform your decision making and speed up your service provision

With advanced capabilities to surface key metrics through the out-of-the-box reports and dashboards; supervisors and management can spot customer trends and move from a reactive to a proactive service provider.



Keep your commercial activity safe and secure

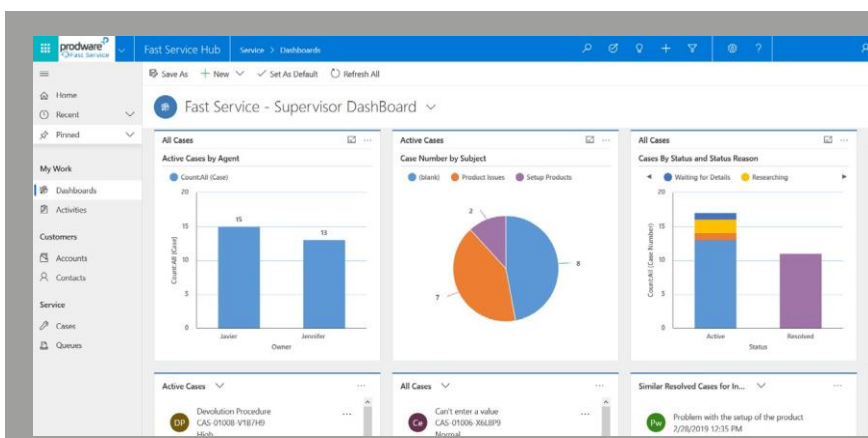
Built on Microsoft Dynamics 365 on the cloud, Fast Service lets you focus on sales and not IT. Each per user, per month fixed-cost pricing pack includes support from Prodware.



## Get started quickly with the Fast Service installer

From here the administrator can add users and assign roles and privileges.

The installer can be launched any time if you skipped any step and you want to do it later on.



Out-of-the-box Agent and Supervisor dashboards provide a quick overview and entry point for your customer service team with KPIs and work areas that matter most to their role.

Speak to Prodware about getting your customer service system fully aligned with your own business needs.



Office: 3, Dimitri Arakishvili st, Tbilisi, Georgia

+32 288 08 70 | [www.prodwaregroup.com/en-ge/](http://www.prodwaregroup.com/en-ge/) | [info@prodware.ge](mailto:info@prodware.ge)

