

Microsoft Dynamics 365 F&O and Retail Call Center

Customer Support

Providing technical and functional support, and proactive customer service. Customer Support to solve immediate user needs will keep your users productive.

Escalated Customer Service

 2nd Tier support services are provided by senior technical consultants. Customer support service is a proactive function performed by our escalations team (senior consultants) to resolve immediate and long-term customer support needs. As a global Microsoft partner, we have direct access to Microsoft Premium support



Tier 2

Tier 3

• First Level Support: 1st level user support where the application issue(s) will be resolved as quickly as possible. All cases are tracked, monitored and reported.

• **Consultant Service Escalation**: Our technical consultant joins in to support the situation if the application issue(s) cannot be resolved by 1st Level support in a timely manner.

• Microsoft Incident Management : Our highlest level of support where the 1st and 2nd Tiers are unable to resolve the issue to our customer's satisfaction. A case is created together with Microsoft (Premium support). This case is tracked and monitored.

Customer Success - 7 Days x 14 Hours

- Engage with users with an attitude of prompt and quality service
- Being there for them with answers and issue resolution when they need it the most -- to keep productive.
- Offering different channels for users to connect -- providing responsive and proactive (when escalation is needed) customer support. "We are working together to achieve your short and long-term goals."

7 days a week, between hours of 08:00 - 22:00 (including statutory holidays). We are providing professional 1st Tier service to our customers to maintain maximum productivity.

