



Microsoft Dynamics 365 & Website Chat

Chat to Dynamics

**Simply add a direct channel between you
and your customers**

**Solution for optimizing
online customer experience**

With our expertise, we make it possible

To guarantee a **positive customer experience, optimize retention and convert visits to purchases** on your website, we help you activate a **chat solution** in your Microsoft Dynamics environment with direct integration into your website.

Under certain conditions, Microsoft currently offers up to 6-months¹ free of charge experience to help you get started with a chat solution and ensure efficient communication with your customers.

WHAT DO WE OFFER?

ELCA offers a 3-days initial package "Chat to Dynamics" for CHF 5'000.- (excl. VAT).

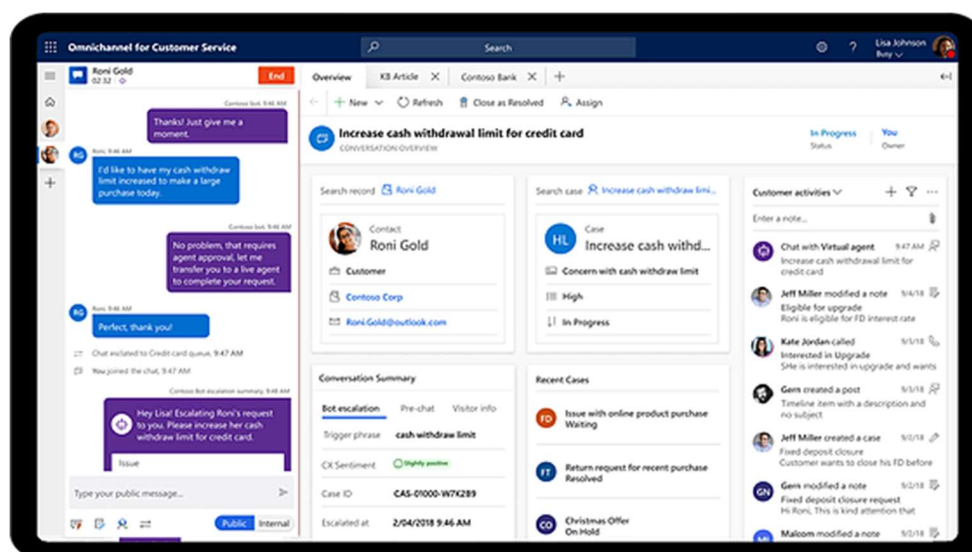
With several years of experience as Microsoft Cloud Solution Provider in solutions such as Microsoft Dynamics, our specialists can carry out a quick roll out of Microsoft Chat, defining scope, installing and connecting the chat application to your website.

CHAT MODULE QUICK DEPLOY

In 3 person days, our experienced specialists set-up a chat widget to your website integrated with Dynamics 365:

- **Step-1:** Kick-off - scope definition – coordination of website integration
- **Step-2:** Module activation, set-up & integration in your environment
- **Step-3:** Handover of the solution - user enabling

Pre-requisite: Dynamics 365 - Omnichannel installed, licenses available

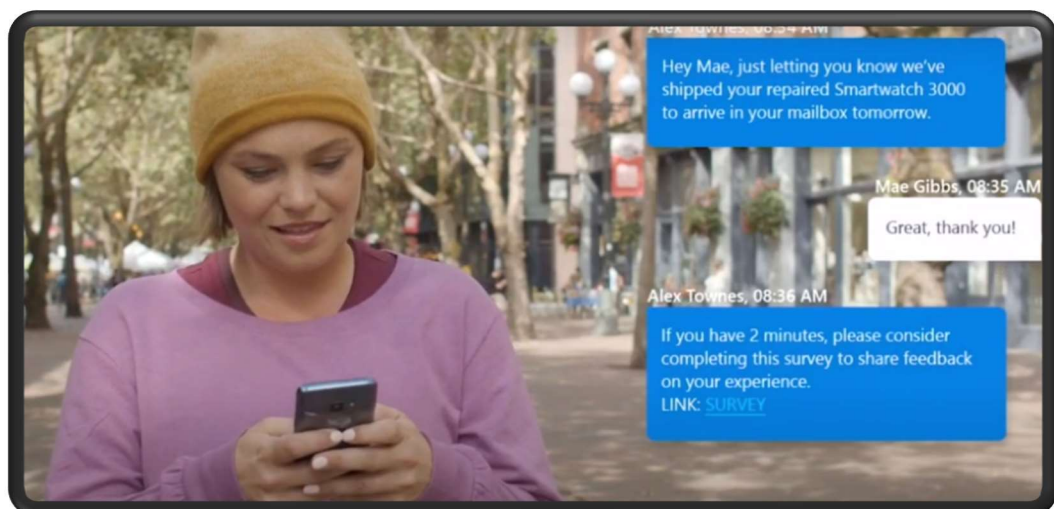


¹. *Subject to Microsoft final approval*

CAPABILITIES offered by chat for Dynamics 365

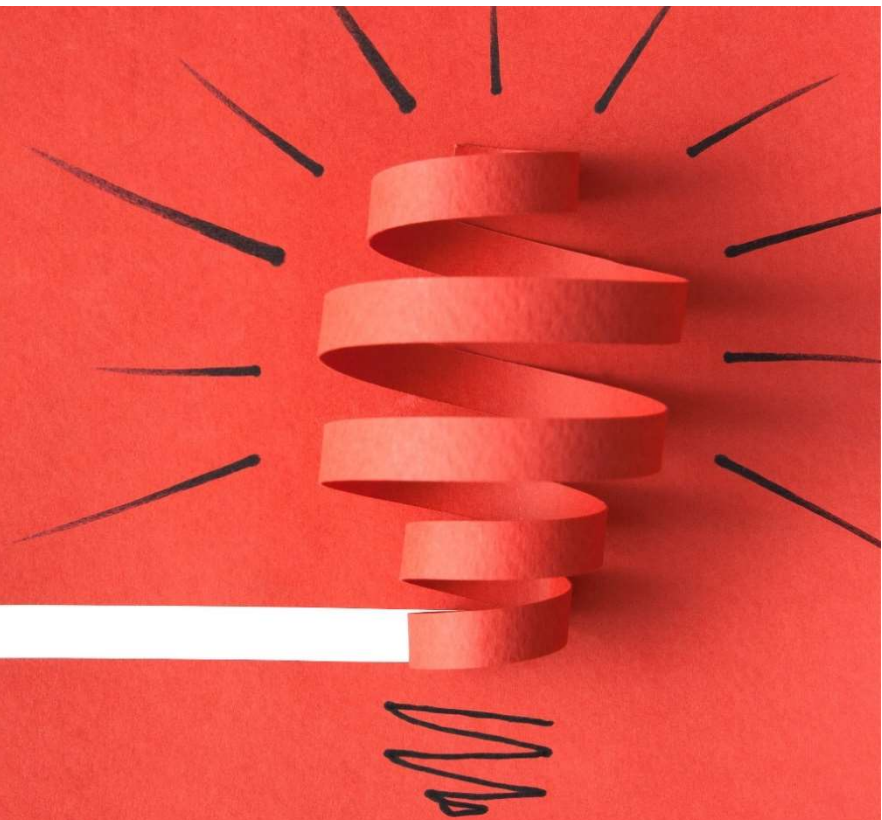
Chat for Dynamics 365 offers several capabilities to ensure the support agents and end users can interact effectively and remain highly productive:

- **Quick and easy provisioning of multiple chat widgets:** Create multiple chat widgets to segregate portal users and create personalized experiences based on their profile, organizational preferences, and their location on the website.
- **Authenticated and unauthenticated visitor support:** Identify and set up different chat experiences and interaction flows for authenticated and unauthenticated users; for example, different pre-chat questions.
- **Custom theming of chat widgets:** Design chat widgets to match your brand using various customizations available like color, position of widget, title, subtitle, logo, and so on.
- **Inline conversation-based pre-chat questionnaire:** Configure a pre-chat questionnaire and show it inline in the chat widget to get user inputs and route them to appropriate agents based on the pre-chat answers.
- **Data masking to secure sensitive information:** Mask sensitive data within the conversation (e.g. credit card numbers, profane words) using data masking rules to avoid sharing sensitive information with agents, supervisors, or end users.
- **Attachments for agents and customers:** Support agents and customers can share attachments during the conversation.



About ELCA

ELCA is one of the biggest independent Swiss full-service providers for business and technology solutions, and a leader in the fields of IT business consulting, software development and maintenance, and IT systems integration. The privately-owned company, with more than 1300 experts, has branches in Lausanne, Zurich, Geneva, Berne, Paris, Madrid, Basel, Granada, Mauritius and Ho Chi Minh City (offshore development), all operating according to a common process framework.



Direct contact for more information

crmsolutions@elca.ch Visit our website www.elca.ch/chat-dynamics-365

ELCA Informatique SA

Lausanne + 41 21 / 613 21 11

Geneva + 41 22 / 307 15 11

ELCA Informatik AG

Zurich + 41 44 / 456 32 11

Berne + 41 31 / 556 63 11

Basel + 41 61 / 501 14 11