

ALL-IN-ONE DIGITAL CONTACT CENTER CHANNEL FROM MICROSOFT AND HCL



Microsoft recently introduced **First-Party (Native) Voice Channel for Dynamics 365 Customer Service**, an all-in-one digital contact center solution that brings together omnichannel contact center and customer care capabilities, unified communications, and artificial intelligence (AI) to enable delivery of consistent, intelligent, and personalized service experiences.

Built on the Microsoft Cloud, this SaaS solution is changing the customer service landscape, and HCL is leading the way in delivering a next-gen experience that buyers not only expect but demand.

Native Voice Channel Features

With the addition of the Native Voice Channel, the out-of-the-box version of Dynamics 365 Customer Service enables:



360-DEGREE VIEW OF THE CUSTOMER

A consistent view across all channels allows agents to quickly understand the full customer journey so customers never have to repeat themselves.



INTELLIGENT VIRTUAL AGENT

Use it as an interactive voice response (IVR) for the voice channel, but versatile enough to be used as a chatbot for SMS, live chat, and social messaging channels.



AI-BASED CALL ROUTING

Artificial Intelligence routes incoming calls to the best-skilled agent, consistent with all other channels, ensuring that calls are always handled by the appropriate agents.



IMPROVED COLLABORATION

Collaborate simply and seamlessly with other agents and subject matter experts globally using embedded Microsoft Teams to resolve issues faster and more completely.



REAL-TIME TRANSCRIPTION

Eliminates the need for agents to take notes – they can simply refer back to what was said without having to ask the customer to repeat information.



LIVE SENTIMENT ANALYSIS

Delivers a pulse on customer emotions throughout the call so agents can deliver the best and most appropriate experience.



RICH INSIGHTS AND RELEVANT KPIs

Offers insights-spanning voice, social, SMS, and live chat-all in one place, providing a holistic view of the contact center.

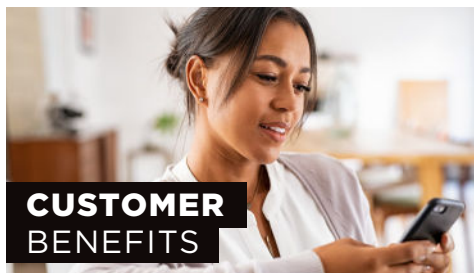


PROACTIVE, AI-DRIVEN RECOMMENDATIONS

Recommends similar cases and relevant articles from the knowledge base to help agents resolve customer issues faster.

Native Voice Channel Benefits

Microsoft delivers the elusive **win-win-win** scenario with Native Voice Channel. The customer will enjoy a much more seamless experience, agents are empowered to deliver a higher quality of service more quickly than ever before, and supervisors are plugged into the data they need to make real-time decisions.



CUSTOMER BENEFITS

- Preferred channel of engagement available OOB
- Better brand connection
- Self-service options
- Remote service options
- History of interactions means no repeating
- Closed Feedback Loop



SERVICE AGENT BENEFITS

- Empowers them to deliver guided intelligent service
- Modern UI
- Shorter onboarding
- Increased speed to proficiency
- Improved customer focus
- Streamlined collaboration



SUPERVISOR BENEFITS

- Real-time reporting
- Historical and Intraday reporting
- Real-time coaching and mentoring opportunities
- Easily tracked agent performance and utilization
- Automated and monitoring escalations

Measurable Positive Impact to Organizations

Native Voice Channel also delivers a significant and measurable positive impact to organizations implementing it.

COST REDUCTIONS	COMPETITIVE ADVANTAGE	PRODUCTIVE & EMPOWERED WORKFORCE
<ul style="list-style-type: none">• Lower OPEX & TCO• Cost-to-Serve reduction• Quicker onboarding of agents and clients• More opportunities for revenue generation via cross/upsell, turning cost center into profit center	<ul style="list-style-type: none">• Improved First Contact Resolution (FCR)• Better CSAT and NPS scores• Customer Churn reduction• Leverage Data as an Asset• Deeper customer and case insights• Higher data integrity	<ul style="list-style-type: none">• Real-time reporting• AHT improvements• Increase case volume without increasing headcount• Improve front-back-offi collaboration• Higher Employee Retention and Satisfaction

Why Partner with HCL

As an **award-winning Microsoft partner** with a dedicated internal Microsoft business unit, HCL is tightly coupled with Microsoft in terms of product development. In the Customer Service arena especially, we continuously collaborate with Microsoft's sellers and IP developers to innovate and elevate customer satisfaction and retention for businesses around the world and across industries.

We have been at the forefront of the Native Voice Channel development and delivery from the beginning; in fact, HCL is the **first partner in the Microsoft channel** to adopt this technology for our clients. You might say we are passionate about customer service and it's at the center of everything we do (and we've collected several Microsoft awards along the way!)

