

# > Having a successful Dynamics 365 Implementation is possible

## ABOUT AVAN 365 Quick-Start approach:

Dynamics 365 Quick-Start Implementation it's an agile approach to securely and efficiently implement Dynamics 365 solutions in the way that fits your organization.



### See what customers are saying:

“ I do consider both the agility on the part of Infoavan, as well as the solution and the confidence that Microsoft can give, recommending this product and this project to anyone who has the need to improve business management ”

• Alberto Ramos, Market and Business Developer at Atresmedia

## WHAT IS AVAN 365 QUICK-START

Dynamics 365 Customer Service is a powerful application with tons of features and capabilities, which makes really easy to feel overwhelmed when you are facing a new implementation.

Dynamics 365 Quick-Start implementations are conceived and designed based on the experience of having successfully implemented more than 300 projects, with the objective of bringing real value to the business through an easy and secure transformation of your organization.

That is why implementing Dynamics 365 Customer service successfully, with the particularities of your organization, is clearly possible.

Thanks to the Quick-Start model, we will work with your teams to ensure alignment of your needs with the platform's capabilities based on a "first adopt, then adapt" approach, ensuring the scalability of the solution and alignment with the product roadmap.

# > Why Avan 365 Quick-Start?

## Fast time-to-market

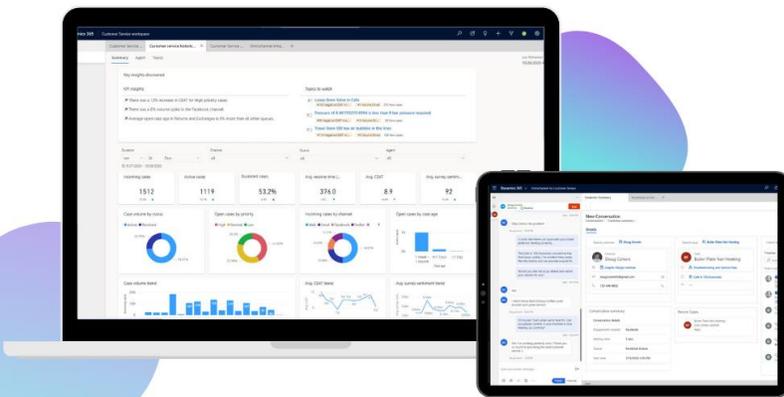
In matter of weeks, It will be possible to have your first Dynamics 365 implementation. By applying this iterative approach, you will be adding value to business in a quick and secure way, helping your teams to easily adopt the solution while shaping how it should be.

## Agile approach

The agile approach allows us to work with your teams on an ongoing basis in order to ensure the success of the project. Your priorities will define the roadmap and we will ensure that Dynamics 365 meets your needs.

## Alignment with Dynamics 365 roadmap

As part of the project, we will identify which of the Dynamics 365 Customer service capabilities will need to be implemented, and what the roadmap for implementation will be. From managing customer cases and incidents through the different channels to managing queues and teams according to the type of incident, configuring a bot and automating different customer service department processes so that your Dynamics 365 Customer service implementation fits your needs, always with a focus on adding value to the business.



At Infoavan we are committed to making digital transformation your best competitive advantage.

Our experience of more than 18 years implementing Dynamics 365 solutions is our best guarantee

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## Key use cases

### Case management



Case management is the core of Dynamics 365 Customer service. You'll be able to define the different types and categories for your customers incidents and how your teams should handle them.

### Omnichannel



Dynamics 365 Customer service is a solution focused on customer service. We will shape Dynamics 365 to centralise all your customer interaction channels in one place.

### Queue management



We will analyse internal processes to help you manage cases through the configuration of specific queues according to the type of incident, relevance, priority, etc.

### Case Routing



Configuration of automatic routing of queries in order to manage them in a more agile and efficient way.

### Insights



Gain end-to-end visibility of the status of all pending, active and resolved incidents by queue per agent and for a given period of time.