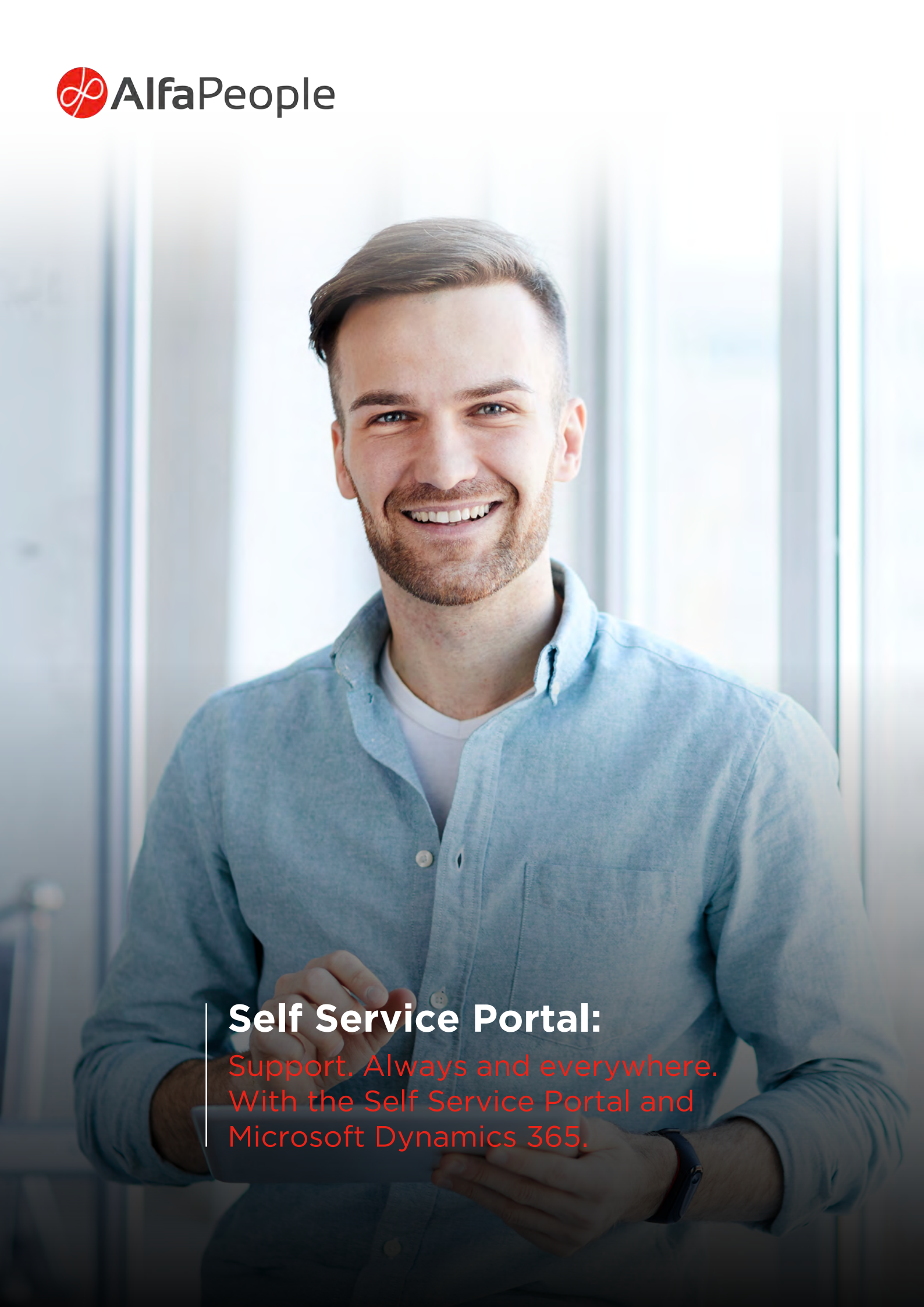


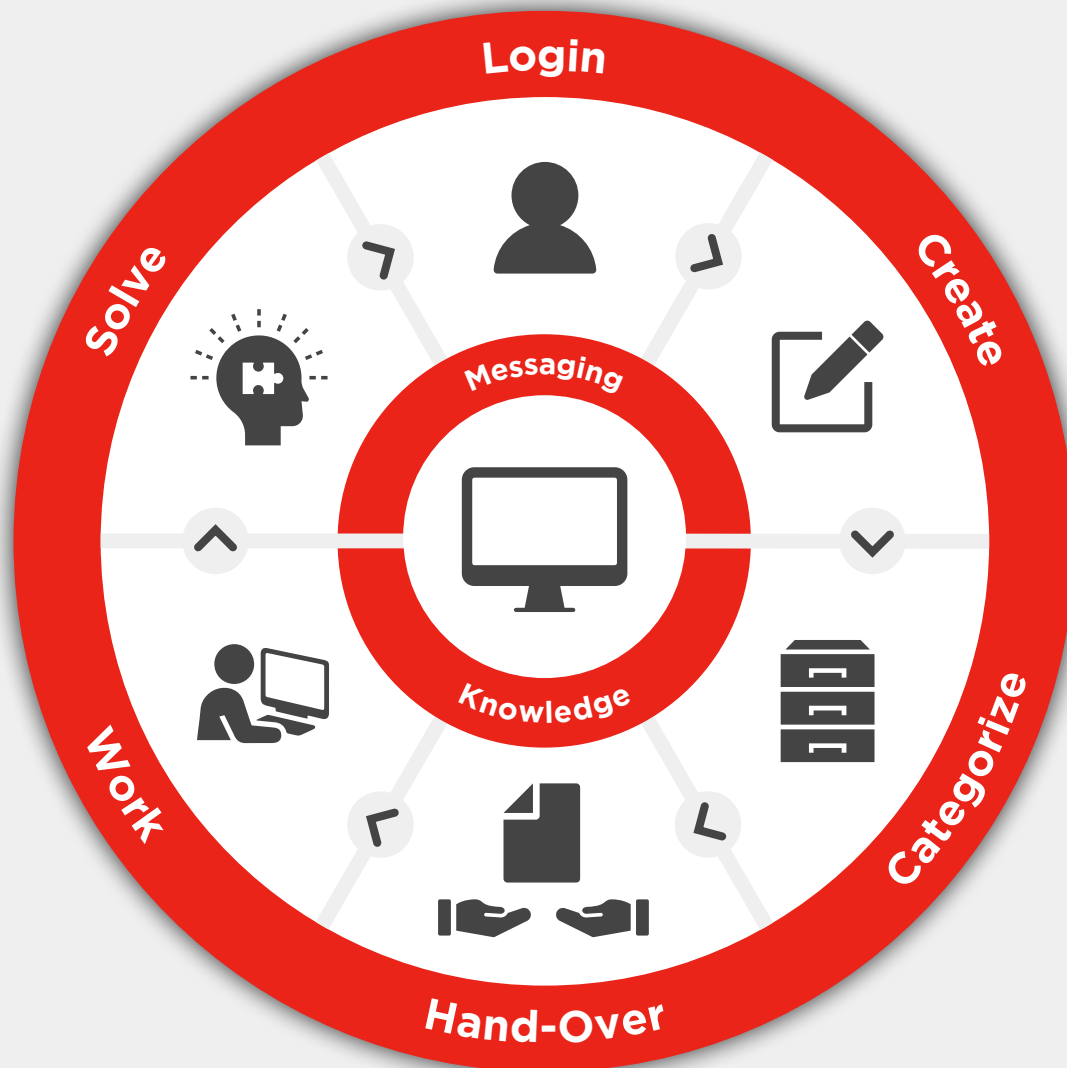
A smiling man with a beard and short brown hair, wearing a light blue button-down shirt over a white t-shirt. He is holding a tablet with both hands. The background is a bright, out-of-focus interior with vertical lines, possibly from a window or glass partition.

Self Service Portal:

Support. Always and everywhere.
With the Self Service Portal and
Microsoft Dynamics 365.

Support. Always and everywhere. With the Self Service Portal and Microsoft Dynamics 365.

In the course of time, the demands of companies and customers are changing equally. Associated with this is also the desire for availability and efficiency. We at AlfaPeople have recognized the needs of our customers. In order to avoid hotlines with fixed support times and long queues, Microsoft offers with its Power Apps Portal in combination with Dynamics 365 the possibility to create a Self Service Portal. This is the perfect base to strengthen the relationship between your company and your customers. Thanks to the ITIL-compliant ITSM solution developed especially for Dynamics CRM by our long-term partner Provance, it is possible to address your customers' inquiries to the right place in just a few steps targeted, on-demand and automated. Industry-independent and in real-time through the cloud.



What are the benefits of a Self Service Portal?

Enable your customers and your employees to be available from anywhere. Whether at home on the couch with the tablet, on the road with the smartphone or in the home office with the laptop or tablet. A simple login to your website is enough to make your portfolio visible to your customers via the Self Service Portal. Microsoft offers various single sign-on options via Microsoft, Google, Twitter and other third-party authentication. With a responsive design, you can offer your customers a familiar image regardless of the device. Thanks to the Microsoft Power Platform, you can create a self-service portal out-of-the-box, which offers customers many opportunities to contact your support team. At a glance they can access their relevant information, for example their contract data, their hardware or their open queries.

If your customer has a problem, he can inform your support online at any time. The Self Service Portal can help the customer to guide him through the process to obtain all the necessary information for support. This provides customers with security and confidence. But it also saves your employees from unnecessary queries and helps them to reliably classify the case.

Supported IT Asset Management

The integrated Asset Management supports the customer, and later your employees, by introducing device data and connecting this information to a person within the CRM. This allows the customer to select which asset is involved when creating his case via the Self Service Portal. As a company, you can specify which details are required for which requests in order to obtain the most accurate information possible for processing. Without asking the customer unnecessary questions.

Once you have successfully guided your customer through the request process in the Self Service Portal, the process is automatically transferred to your support team with a single click. The use of customized “queues” within the CRM allows the case to be addressed to the right area in a fully automated way. Thanks to intelligent “one-click-routing”, the request that your customer created a few seconds ago via the Self Service Portal can be assigned directly to a specific employee without delay. In order to keep track of all requests, Microsoft Dynamics 365 offers the possibility to create user-defined dashboards. As a company, you can keep an eye on the workload of your team and never miss any requests.



Your employees always have an eye on the requests

The use of “queues” also supports the employee in sorting and prioritizing not only the requests from the self-service portal. The processing of the requests assigned to them is supported by the “Business Process Flow”: From creation to finalization. Regardless of which channel the case arrived in your support department. Provance has tailored the “Business Process Flow” specifically for this purpose so that none of the necessary information gets lost.

Thanks to the flexibility of Microsoft Dynamics 365, the flow can be individually adapted to the needs of your support. Thanks to the service catalogue integrated by Provance, your employees always know which services and facilities are available. This service can be updated quickly and dynamically at any time so that your employees always have access to the latest information.

Keep your customers up to date: By integrating Provance ITSM into the CRM system, the customer can be contacted immediately from the relevant case using effective menu design.

Your customer is always informed. In real time.

The customer is informed individually and fully automatically about the request solution, whether by SMS, e-mail or directly in the Self Service Portal. Provide your customer with the opportunity to give feedback: With just one click they can ask questions or reopen a case. This saves both your employees and your customers unnecessary effort when processing another inquiry.

If there is a general disruption, you can inform your customers quickly and easily. Using efficient “messaging”, you can ensure that this information gets “to the point” quickly. If the customer signs in to the Self Service Portal, they can be informed directly and visibly. As a result, your customer knows that your support team is already working on it. This ensures transparency on both sides.

Use the advantages of instant messaging, video and audio conferences and screen sharing for your team. Using Microsoft Teams, your employees can actively exchange information across the globe.

Microsoft has recently published a blog post describing the 9 most important ways in which a company enables its employees to collaborate regardless of their location:

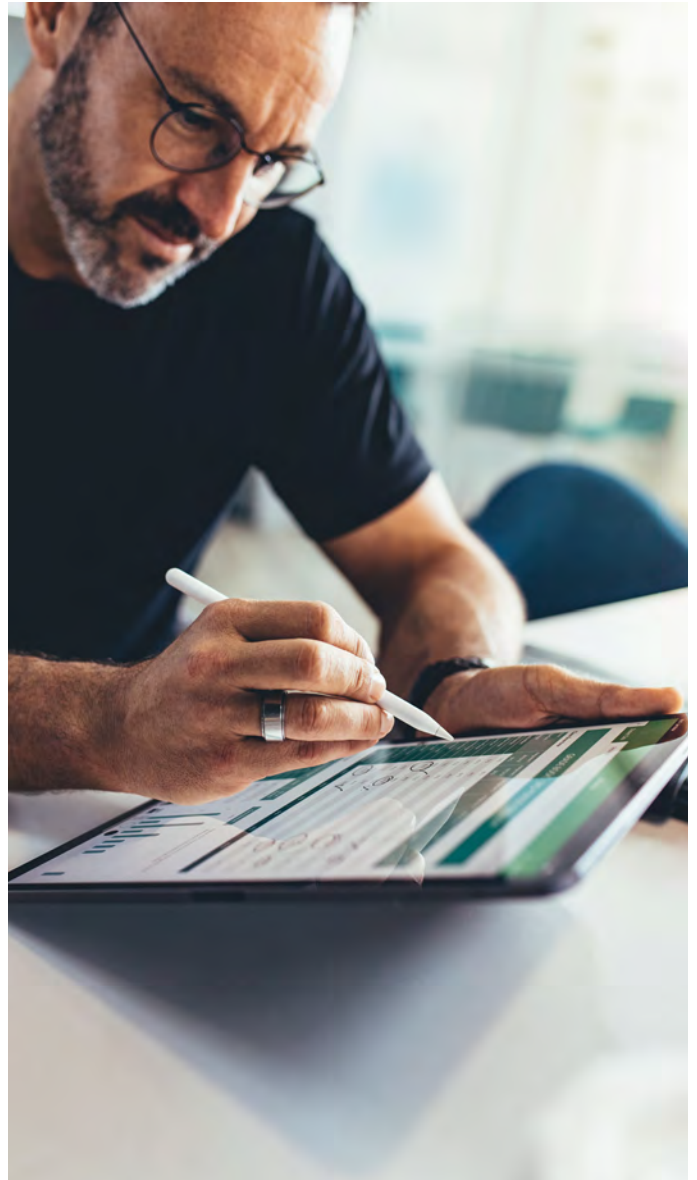
<https://www.microsoft.com/en-us/microsoft-365/blog/2020/03/12/top-9-ways-microsoft-it-enabling-remote-work-employees/>

Access to knowledge at all times.

Through integrated knowledge management, you offer both your employees and your customers a platform for continuous and targeted access to relevant information. For example, you can create FAQs for your customers, which are then made freely accessible to them via the Self Service Portal. Or, alternatively, create a knowledge database for your employees. In this way, you provide support for the entire support process and offer all parties involved security from the creation to the final resolution of the case. Connect articles in your knowledge base with the categorization within the CRM in a targeted way so that your employees can efficiently query knowledge from the respective case, but also distribute it.

What you can expect from AlfaPeople.

Are you also in the process of focusing on the changing times and making your services accessible to everyone, anytime and anywhere? We at AlfaPeople, with our many years of expertise in CRM, offer the necessary know-how to make your customer service future-proof. In combination with Dynamics 365 and the ITSM solution provided by our partner Provance, you work with the latest cloud technology to ensure the long-term satisfaction of your customers and employees.



Contact Information

Email: info.de@alfapeople.com

Goebenstraße 3-7,
32052 Herford, Germany

Tel: **+49 5221 28440-0**



Global Offices

AlfaPeople - Headquarters
Støberigade 14, 4. sal
2450 **København SV**
Denmark
Phone: +45 70 20 27 40

AlfaPeople Brazil - Barueri
Al. Tocantins, 125 – Conj. 250,
Alphaville Industrial
06455-931 **Barueri-SP**
Phone: +55 (11) 4082-3232

AlfaPeople Brazil - Belo Horizonte
Avenida Raja Gabáglia, 4343,
4º andar, sala 7, Cidade Jardim
30350-577 **Belo Horizonte-MG**
Phone: +55 (31) 3360-8411

AlfaPeople Brazil - Porto Alegre
Rua Mostardeiro, 777 – 14º andar,
Moinhos de Vento,
90430-001 **Porto Alegre**
Phone: +55 (51) 3017-1325

Brazil – Recife
Rua da Alfândega, 35, Lj. 0401,
Shopping Paço Alfândega,
Bairro do Recife 50030-030
Phone: +55 (81) 2626-1238

AlfaPeople Chile
Av. Tajamar 481, of. 607
Torre Sur, World Trade Center
Las Condes, **Santiago**
Phone: +56 (2) 2 751 90 00

AlfaPeople Colombia
Ave Cra 9 # 123-86
Edificio Uraki – Ofi 401,
Bogotá
Phone: +571 6054222

AlfaPeople Costa Rica
Calle 36. Av 4 y 6.
Edificio Don Bosco. Tercer Piso
San Jose
Phone: +506 2233 7000

AlfaPeople Ecuador
Edificio Trade Building Torre B
Oficina L-530 Calle Leopoldo Benítez y
Joaquín Orrantía, **Guayaquil**
Phone: +593 (09) 93267791

AlfaPeople Germany
Elsbach Haus,
Goebenstraße 3-7
32052 **Herford**
Phone: +49 5221 28440-0

AlfaPeople Guatemala
Edificio Insigne
Of. 1101
Blvd. VH 1,
Zona 15
Guatemala
Phone: +502 2386 9981

AlfaPeople Mexico
Baja California # 245 Piso 8
Colonia Hipódromo. Condesa 06170
México, D.F.
Phone: +56 (2) 2751 9000

AlfaPeople Saudi Arabia - Jeddah
Mohammed Bin Abdul-Aziz Road
Al-Andalus Distinct
Jeddah
Phone: +966 920007822

AlfaPeople Saudi Arabia - Riyadh
Prince Mansour Bin Abdulaziz Street
Malaz Distinct
Riyadh
Phone: +966 920007822

AlfaPeople Switzerland
Hohenbühlstrasse 2
8152
Glattbrugg
Phone: +41 43 355 30 60

AlfaPeople United Kingdom
Phoenix House
18 King William Street,
London, EC4N 7BP
Phone: +44 (0) 20 3167 4911

AlfaPeople United Arab Emirates
Sidra Tower (1801)
Sheikh Zayed Road
PO Box 9588, **Dubai**
Phone: +971 4 5585066

AlfaPeople US
Chrysler Building
405 Lexington Avenue,
26th Floor, **NY 10174**
Phone: +1 (855) 732-6484

Dynamics365team@alfapeople.com



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