

1 - PPT: Keith

2 - Demo:

Keith Intro to Customer experience and the Acumatica Cases being logged

3 - EMAIL and CHAT test examples

Demo Item	Customer	Question
customerservice@	Rob	What is the status of my sales order number SO006752?
Chat	Rob	What is the status of my order number 5018?
Chat	Rob	Order five zero one eight
customerservice@	Yuriy	What is the status of my quote QT000692?
Chat	Yuriy	#3230
Chat	Josh	three two three zero
Chat	Josh	SO6727
Chat	Emy	60 20
Chat	Emy	sixty seven fifty one

Keith: Let's go back and look at the emails.

Easter egg genie – "Tell me about John Case with Acumatica"

4 - Slides Summary: Keith

Summarize the potential use cases across other modules of Acumatica

Professional Developer = C#

Citizen Developer = Power Automate