Understanding the PWS requirements

USE CASE : Leveraging the technology; CRM, Knowledge Management, Telephony, & Computer Telephony Integration (CTI).

1 — Interactive Voice Response (IVR)

- IVR status request inquiry: Customer wants to know where they are in the process
- Customer enters their case number in the IVR
- Ability to transfer to Agent customers
- Automatic call back feature
- Natural Language Processing

2 — Agent - Support Timely Response to Customer Questions

- Answers the phone
- Records the customer demographics and question in the CRM tool
- Searches the Knowledge Base to find an article to answer the customers question
- Attaches the article to the record
- Emails the article to the customer
- Reviews real time data
- Performs caller authentication
- Review dashboard/analytics information for telephony & CRM
- Repeat caller: show contact record associated with incoming customer contact
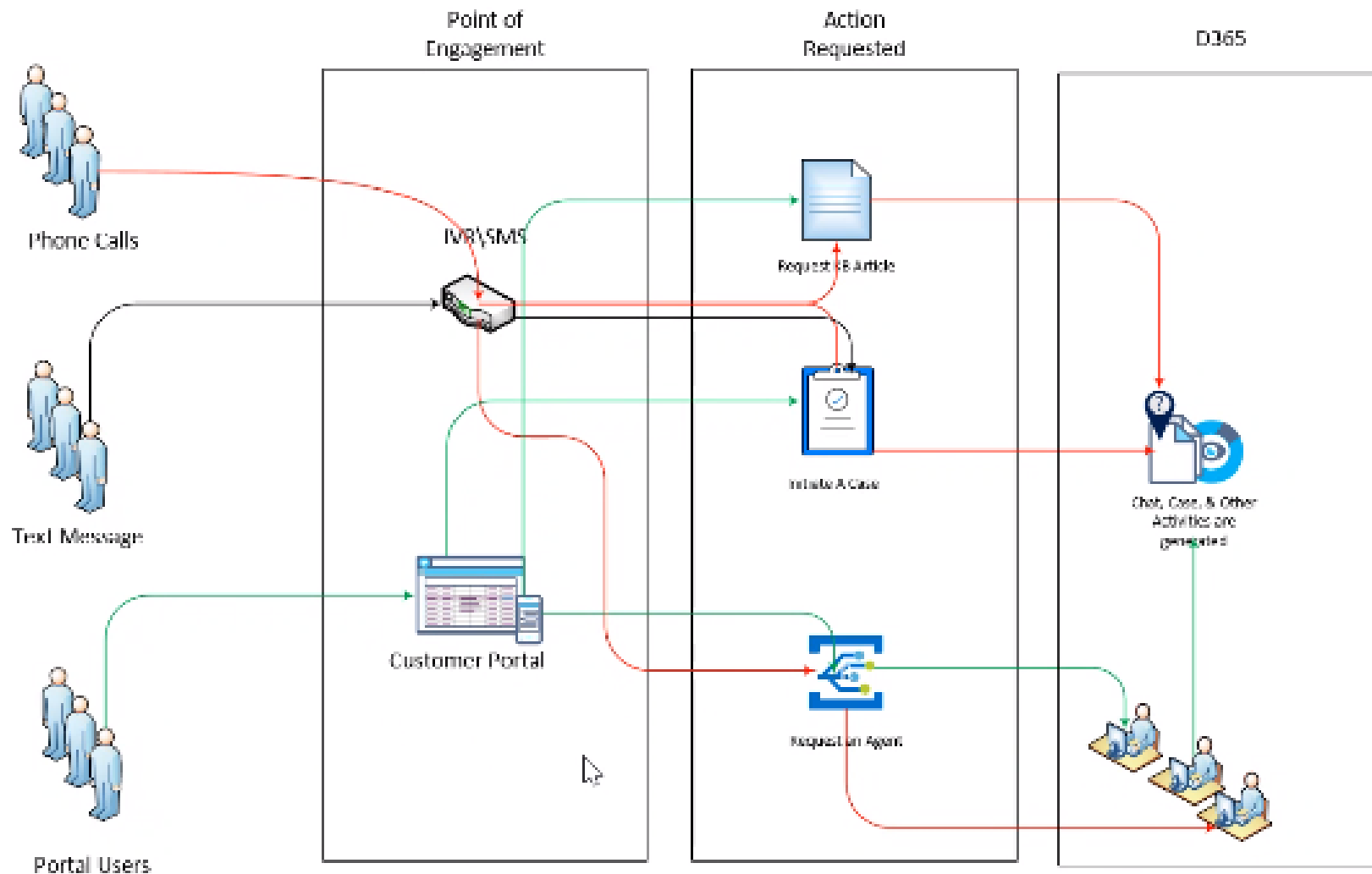- Transfer/escalate a call

3 — Manager, Leadership, & Miscellaneous

- Manage team performance metrics for telephony & CRM
- Review dashboard/analytics information for telephony & CRM
- Review dashboard/analytics information for telephony & CRM
- Create an article
- Create a Knowledge Management report top 5 articles searched
- Self Service Options
- Manager & Agent communication feature
- Customer Satisfaction Survey Distribution

The MS Dynamics Advantage (*continued...*)

❖ This solution is aligned with OPM's current technology stack

❖ OPM has an existing Microsoft Enterprise License Agreement (ELA)

❖ OPM already has enterprise wide Microsoft Office 365 licenses

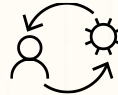❖ This solution creates seamless integration between iRETIRE and Case Management system for self-service feature

The MS Dynamics Advantage

A platform with no limits

When other low-code app platforms stop, Microsoft Power Apps keeps going.

Deliver immersive, complex platform modernizations

Built on Azure, with massive scale, 54 data centers worldwide, more then 90 compliance certifications; rely on the robust infrastructure of Microsoft for your low-code platform.

World class Pro Developer tools, support and ALM

Experience the full range of development and application lifecycle management, with rich pro developer tools to rapidly package and deploy apps with unlimited customizations. Tailor this platform, quickly, to your needs.

Cross business collaboration unlocks value quickly

Power Apps encourages cross organization collaboration between business, IT and Pro Dev, with IT in control, ensuring governance, compliance and security.

The MS Dynamics Advantage (*continued...*)

A platform for all your data

Do less but achieve more

Fully managed, with preset data models and common entities, out of the box business logic and rules, role-based security, that is fully customizable to your business needs.

Unlimited integration

Built-in connectivity to 300+ cloud services, files, databases, web APIs, plus custom and on-premise connectors, connected, across all your applications, 1st and 3rd party.

A single source of data truth

Streamline your customer experience and save on the costs associated with disparate data sources all while harnessing insights in real time to drive transformation.

A platform for innovation

Intuitive to use & easy to learn for Citizen Developers

Build apps fast with the market's most intuitive point-and-click approach to app design. Choose from a large selection of templates or start from a blank canvas. Have those closer to business problems collaborating on solving them.

Extend, integrate, innovate

The combination of Power Apps, plus Power Platform, Office 365, Dynamics 365, Azure services, and all your apps and services and on-premise data sources, is a foundation of unrivalled platform technology that supports innovation.

Innovation for the agile

Outpace competitors by infusing your process automation with AI; Build deploy and learn, fast. Enhance agility and scale by extending data and processes to external and anonymous users with Portals.

A platform for all makers

Citizen Developer, IT Administrator, Professional Developer, App Wizard. We've got you.

Complex

Basic

CITIZEN DEV — **PRO DEV**

Intuitive to use & easy to learn for Citizen Developers

Build apps fast with a point-and-click approach to app design. Choose from a large selection of templates or start from a blank canvas.

Easily connect your app to data and use Excel-like expressions to easily add logic.

One admin center to rule them all for IT Administrators

No compromises on governance and security. One centralized view and management of all your 1 & 3rd party apps, eliminating shadow IT.

GDPR compliance, and enterprise grade security, consistent with the experience across O365 & D365.

World class Pro Developer support and ALM

Experience the full range of development and ALM functionality with rich pro developer tools like Visual Studio and DevOps.

Reuse your current IP and skills - Power Apps component framework, CLI and VS Code create instant value for the business.