Omni-Channel Customer Engagement Platform
Empowered by Microsoft and Adobe

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What is Omni-Channel Customer Engagement?

Enabling the customer engagement anytime, anywhere, through any device or channel.

Providing customers Personalised Service and Consistent Information everywhere and every time.
Omni-Channel Platform

Integrated Channels
- Social
- Web
- Contact Centre
- Store
- Chat
- Email
- Mobile

Integrated Business Functions
- Marketing
- Sales
- Customer Service
- Project Service Automation
- Field Service
- Operations

Customer 360°
- Transactions
- Supply Chain Warehousing
- Demographics
- Engagements
- Communications Preferences
- Digital Behaviour
- External Data Enrichment

Microsoft
Adobe + Dynamics 365

Intelligent Omni-Channel Customer Engagement Platform

Microsoft AppSource

Adobe Exchange

Office 365

Microsoft Dynamics 365

Cortana Intelligence Suite

Azure IoT Suite

Data

Transactions Supply Chain Warehousing

Engagements Communications Preferences

Digital Behaviour

External Data Enrichment
What is in it for Marketers??

✓ Broader and more comprehensive data to use for intelligent segmentation and targeting.

✓ More Channels and Customer touchpoints to reach customers.