

Share a 360-degree relationship view and real-time guidance, to improve resolution time and earn client trust.

DYNAMICS 365 CUSTOMER SERVICE

Cognitive Convergence

<http://www.cognitiveconvergence.com>

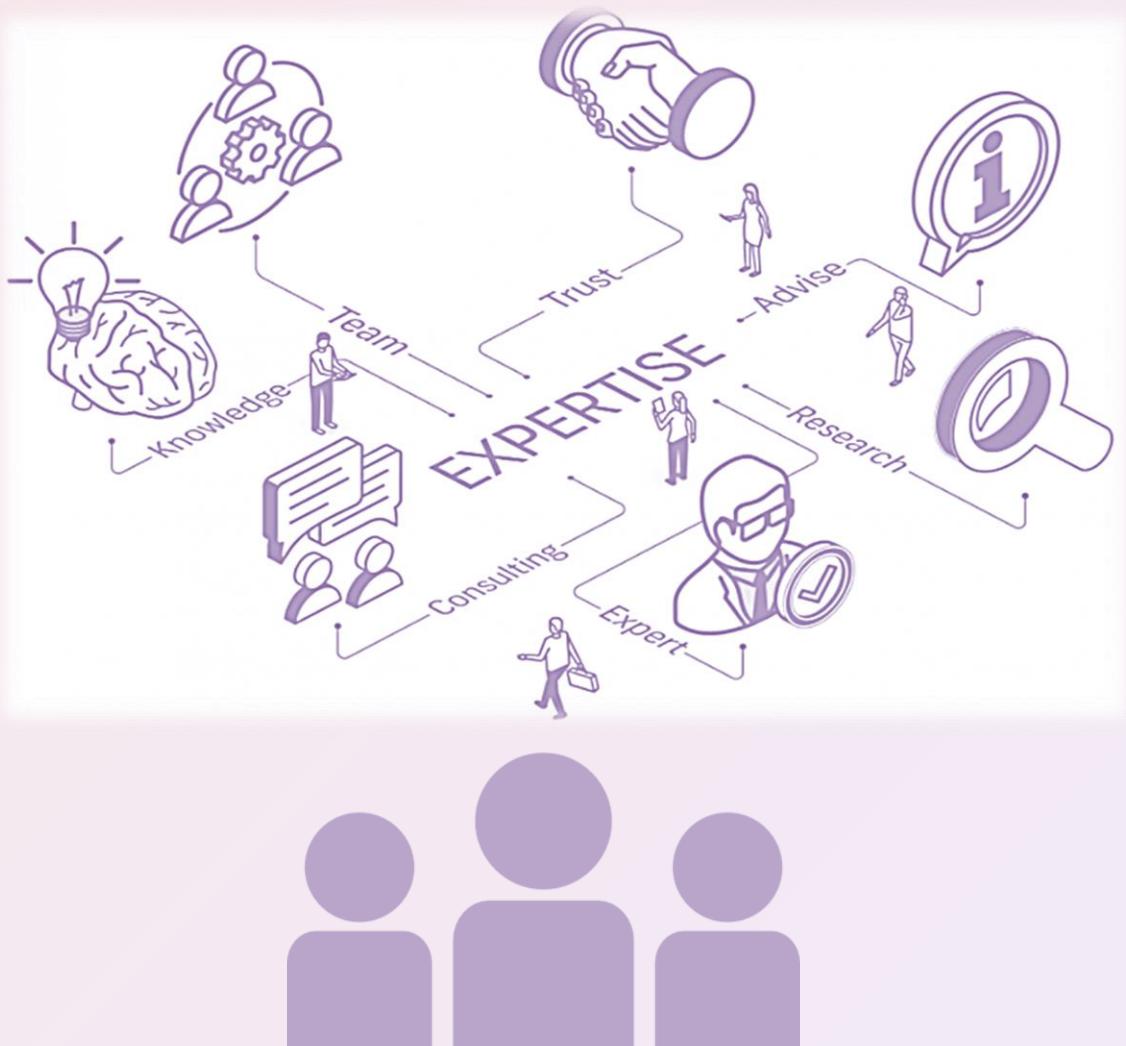
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- ✓ Earn customers for life
- ✓ Tailor customer engagements
- ✓ Optimize service operations



About Us



Cognitive Convergence is a subject matter expert in Dynamics 365

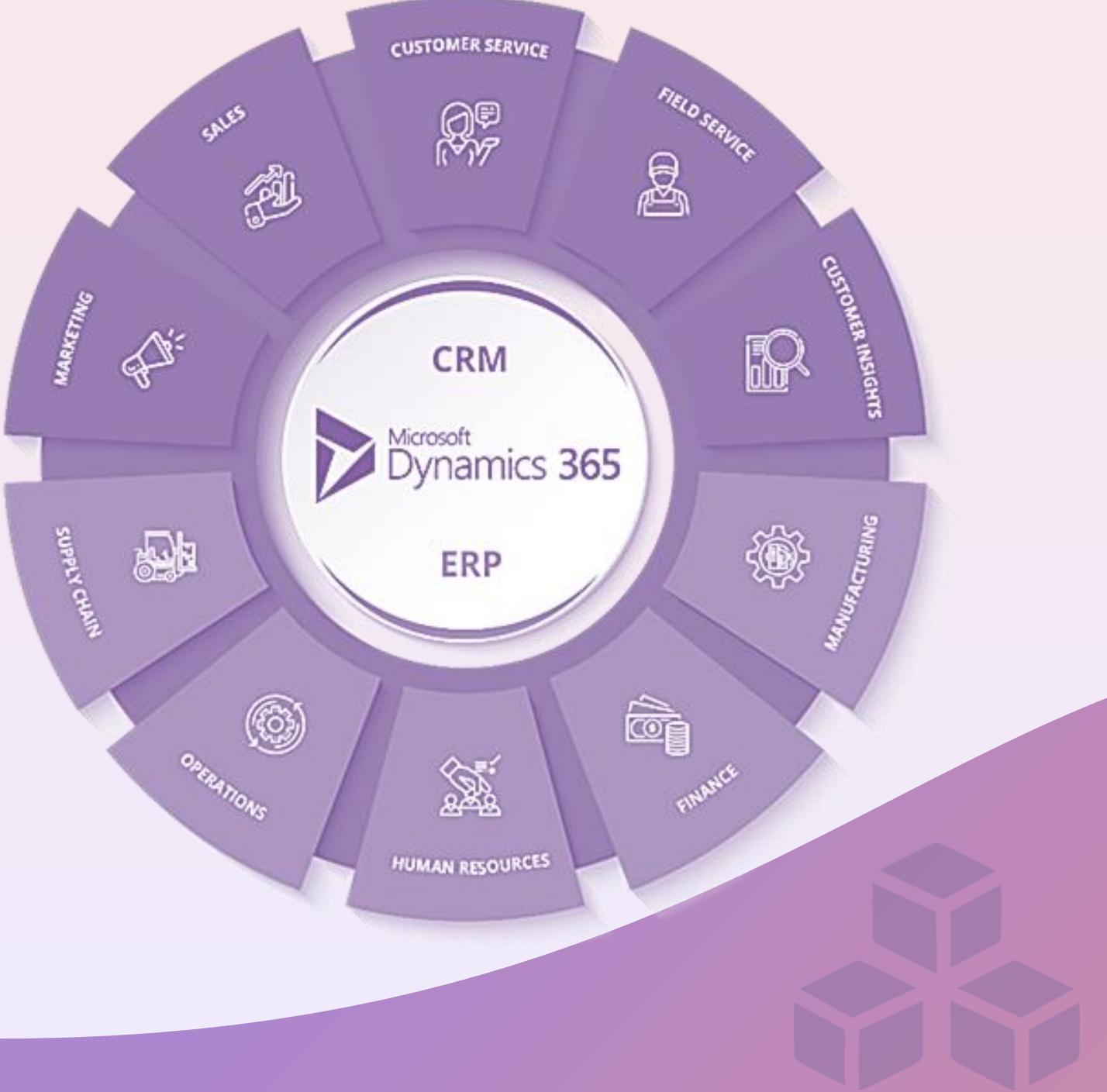
consulting having certified and experienced consultants which will create custom, robust, and scalable apps for different business needs in no time.

Our core Dynamics 365 Field service consulting are:

- ✓ Schedule optimization
- ✓ Asset management
- ✓ Invoice processing
- ✓ Improve first-time fix rate
- ✓ Complete more service calls per technician per week
- ✓ Schedule onsite visits when it's convenient for the customer
- ✓ Reduce travel time, mileage, and vehicle wear and tear
- ✓ Organize and track resolution of customer issues
- ✓ Detect service issues remotely with IoT.
- ✓ Keep customers updated with the status of their service call and when it's resolved
- ✓ Use insights to schedule preventive maintenance.
- ✓ Manage follow-up work and take advantage of upsell and cross sell opportunities

Current Location: Lahore, Pakistan

Planned Front-end Office: California/Washington States- USA

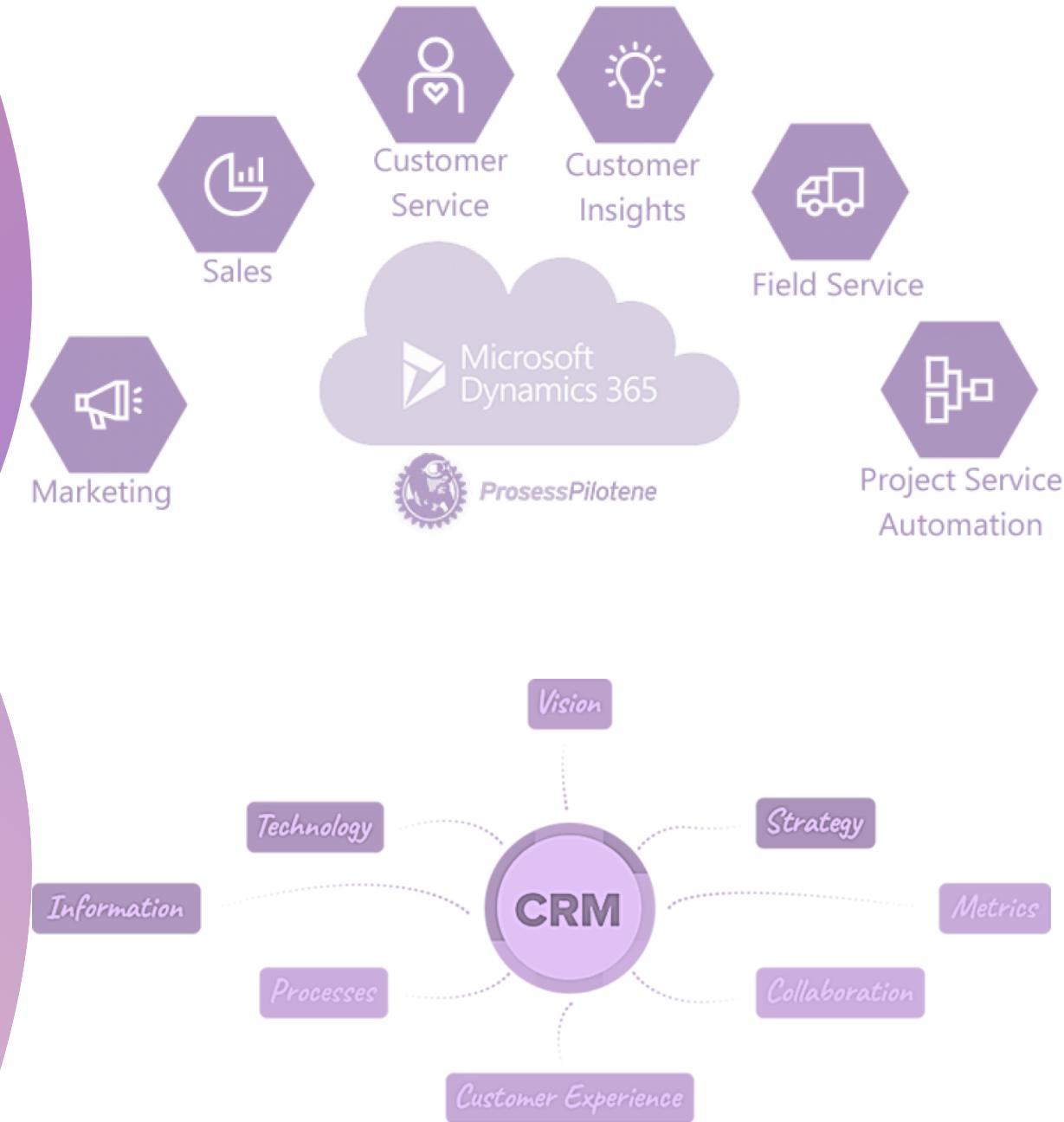


Microsoft Dynamics 365

- ✓ Microsoft Dynamics CRM, an excellent customer relationship management (CRM) software.
- ✓ Accelerate the business growth with connected business applications to optimize the operations.
- ✓ Drive better outcomes across the business by combining the data with AI.
- ✓ Encryption, and role-based access to auditing and logging.
- ✓ Handle customer databases efficiently.
- ✓ Engage with consumers.
- ✓ Generate new leads.
- ✓ Tackle customer service problems.
- ✓ Deliver more value in less time.
- ✓ Enable teams to accelerate results.

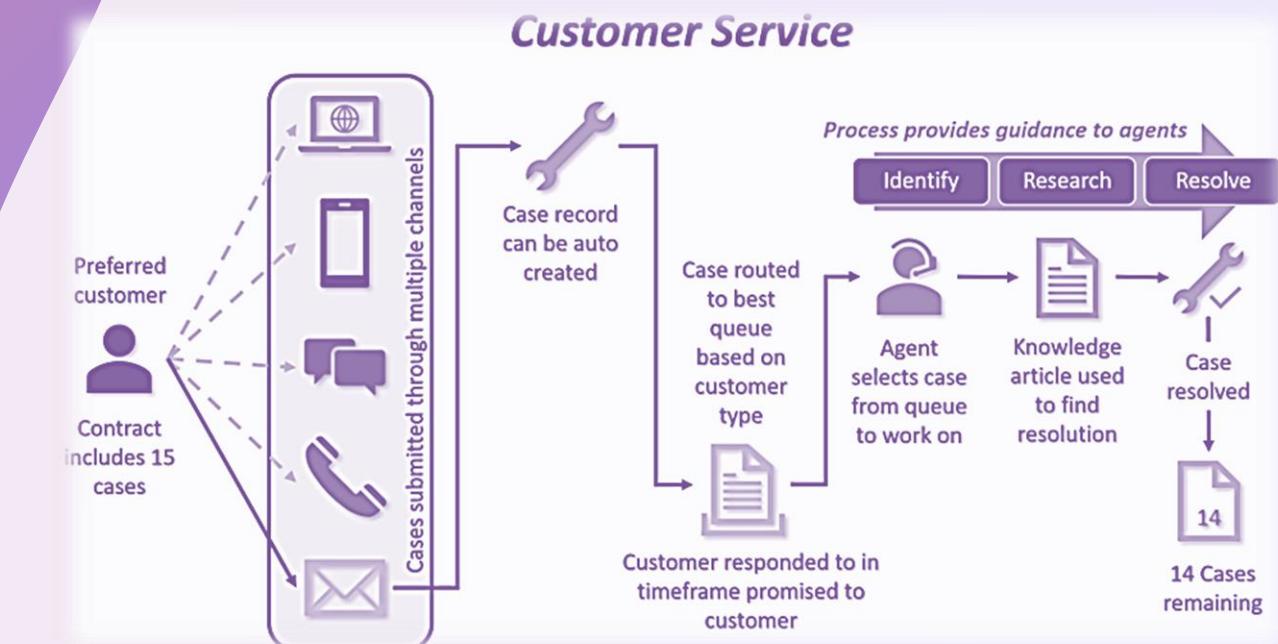
Modules of Dynamics 365

- ✓ Customer Service
- ✓ Field Service
- ✓ Finance and Operations
- ✓ Marketing
- ✓ Project Operations
- ✓ Retail
- ✓ Sales
- ✓ Human Resources
- ✓ Supply Chain Management
- ✓ Business Central
- ✓ Commerce



Customer Service

- ✓ Customer Service is a module for customer service automation
- ✓ Streamlines case and knowledge management
- ✓ enables personalized customer service with a 360-degree customer view
- ✓ provides visibility into customer service department performance with dashboards and report.
- ✓ Displaying KPI information
- ✓ Improved Convenience to Customer Service Agents
- ✓ Case management workflows customization
- ✓ Automation of routine operations
- ✓ Data structure customization
- ✓ Addressing and solving customer or product issues
- ✓ Receiving and answering customer questions
- ✓ Collecting and applying customer feedback



Benefits of Customer Service

Microsoft Dynamics 365 Customer Service to Automate Customer Support



- Increased customer loyalty
- Boosted agents' productivity
- Increases the effectiveness of the service organization.
- Increases customer satisfaction and creates customer loyalty.
- Supports self-service options.
- user interface provides role-specific functionality
- dynamic interface directs and assists the support engineers through every action and interaction.
- Forms Pro
- Agent productivity
- Proactive Service
- Measure customer impact on CSAT scores
- Topic clustering & automation
- Smart assist agent recommendations
- Fully integrated Power BI solution
- CO-BROWSING & CHAT

Use Cases for Dynamics 365 Customer Service

B2B customer service

- Comprehensive account information (customer company name, contacts names, roles, hierarchy of contacts, etc.)
- Wide integration capabilities of Dynamics 365 Customer Service (e.g., ERP, sales and marketing tools, document management systems).
- Covering field service via integration with dedicated Dynamics 365 Field Service.
- Knowledge base for agents with expert knowledge articles and descriptions of specific cases.

B2C customer service

- Case management automation to handle a large number of customer issues.
- Knowledge base with FAQs for customers in a self-service portal.
- Omnichannel communication to manage multiple conversations with customers (via chat, phone, SMS, Facebook Messenger, WhatsApp, etc.).
- Email templates.
- Customer satisfaction surveys.



Use Cases for Dynamics 365 Customer Service

Ecommerce customer service

- 360-degree view of a shopper (e.g., date of birth, product preferences).
- Case routing to react to customers' issues quickly.
- Key case information for agents with such details as request description, full history of interactions with a customer, etc.
- Chatbots to reduce service ticket volume.
- Variety of channels for communications with the customers.
- Customer portal.



Healthcare patient service

- 360-degree view of each patient for personalized interactions.
- Automated sending of post-visit surveys to patients to track their satisfaction.
- Chatbots to provide basic health support (e.g., for flu, allergies) and give healthcare-related information (e.g., vaccination schedules).



Use Cases for Dynamics 365 Customer Service

Insurance claim management

- Self-service claim registration via a portal.
- Key claim case information (e.g., loss details, involved parties and properties, injury information).
- Rule-based claim assignment to customer service agents based on their skills, location and capacity.



G2C (Government-to-Citizens)

- Self-service portal for citizens.
- End-to-end case management automation to quickly resolve citizens' issues.
- Pre-scheduled satisfaction surveys for citizens (e.g., if they are satisfied with the number of available parking spaces).



Case and incident management

- Reporting tool to provide an overview of incidents and root cause analysis results.
- Automated notifications for stakeholders when an incident is reported.
- A single repository for all incidents documentation.
- Chatbots.
- Configuring SLAs and timers (to define how fast incidents need to be resolved).



Use Cases for Dynamics 365 Customer Service

Call center

- Omnichannel communication with customers.
- Handling inbound and outbound calls via Dynamics 365 Customer Service.
- Automated call routing to agents based on their skills and specialization.
- Customer Voice to track, collect, and analyze real-time customer feedback.
- Tracking and analysis of call and interaction metrics.
- Monitoring ongoing conversations between agents and customers for customer service managers to provide real-time training to agents.



For employees (IT help desk, HR help desk, facility help desk)

- Self-service employee portal.
- Automated workflows to approve employee requests (vacation, request for a conference room, request to access a software tool, etc.).
- Rule-based assignment of support tickets according to agent specialization.
- Automated template-based responses for common issues to solve tickets faster.
- Pre-built feedback forms to track employee satisfaction rates.



Use Cases for Dynamics 365 Customer Service

User management

- each member of the organization will need a user account for using
 - Customer Service Hub
 - Customer Service workspace
 - Omnichannel for Customer Service
- Admin center for creating users.
- user account registers the user with Microsoft Online Services environment



Roles in Omnichannel for Customer Service

- Basic User
- Omnichannel administrator
- Omnichannel supervisor
- Omnichannel agent
- Productivity tools user
- Productivity tools administrator



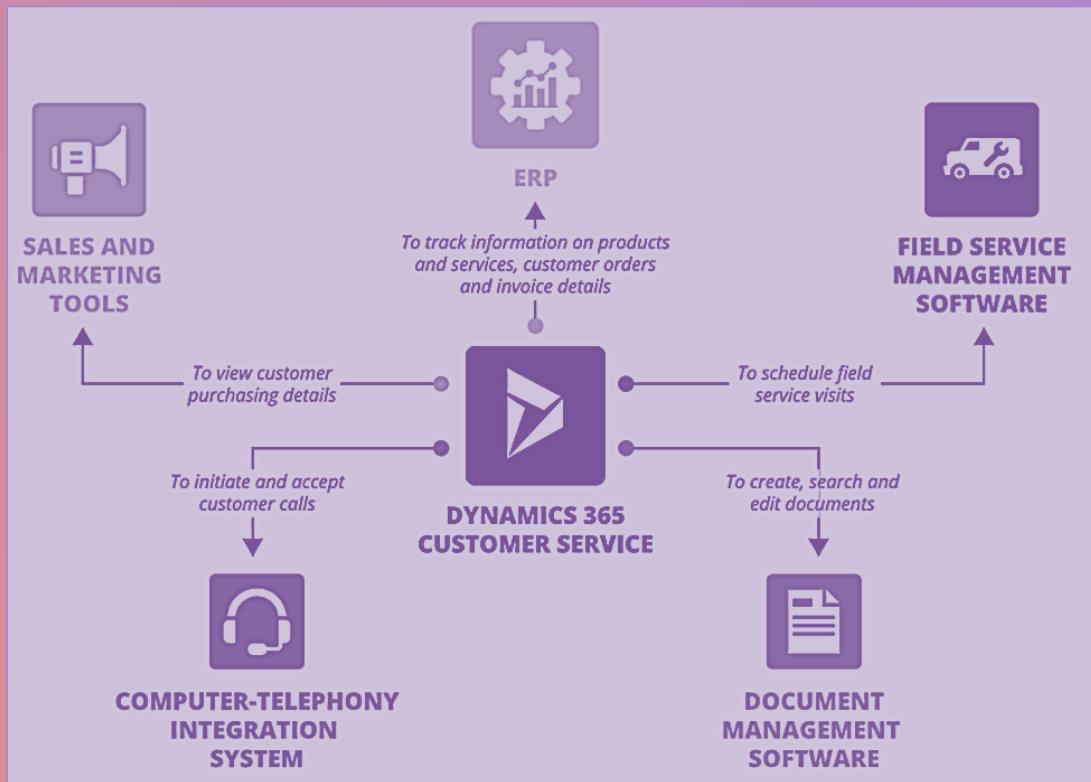
Use Cases for Dynamics 365 Customer Service

App profile Manager

- lets organizations create targeted app experiences for agents and supervisors as an alternative to building and maintaining custom apps
- administrators can create custom profiles with specific:
 1. session templates
 2. conversation channels
 3. productivity tools
- Agent productivity tools use intelligence and automation to enable agents to find answers to customer questions
 - Enable easy knowledge base search
 - Suggestions for similar knowledge articles and cases
 - App Profile Manager Administrator
 - App Profile User



- Dynamics 365 Customer Service + ERP
- Dynamics 365 Customer Service + sales and marketing tools
- Dynamics 365 Customer Service + Field service management software
- Dynamics 365 Customer Service + Computer-telephony integration (CTI) system
- Dynamics 365 Customer Service + Document management software



Integrations for Dynamics 365 Customer Service

Customer Service entities

- ✓ Workspace is created from a Dynamics 365 Customer Service environment,
- ✓ Insights loads customer service data and generates dashboards using the following Dynamics 365 Customer Service entities:

1. Case entity

- ✓ Represents a service request case associated with a contract.
- ✓ Insights generates dashboards using the following Case entity attributes:
 - IncidentId
 - Title
 - CreatedOn
 - ModifiedOn
 - IsEscalated
 - EscalatedOn
 - PriorityCode
 - StateCode
 - CaseOriginCode
 - ResolveBySLAStatus
 - CustomerSatisfactionCode
 - OwningUser
 - ProductId
 - OwningBusinessUnit
 - OwningTeam



Customer Service entities

2. CaseResolution entity

- ✓ Represents the activity when a case is resolved or reactivated.
- ✓ Insights uses the CaseResolution entity to compute case resolution time
- ✓ Entity is not available in the system or no resolution record is found from the entity for a resolved case,
- ✓ Customer Service Insights uses the value of the ModifiedOn attribute in the Case entity as the case resolution date and time.
- ✓ Customer Service Insights uses the following attributes from the CaseResolution entity:
 - IncidentId
 - CreatedOn
 - ModifiedOn
 - StateCode

3. BusinessUnit entity

- ✓ Represents a business, division, or department in the Microsoft Dynamics 365 database.
- ✓ Customer Service Insights uses the following BusinessUnit entity attributes:
 - BusinessUnitId
 - Name



Customer Service entities

4. Product entity

- ✓ Represents information about products and their pricing information.
- ✓ Customer Service Insights uses the following attributes from the Product entity:
 - Product Id
 - Name

5. User entity

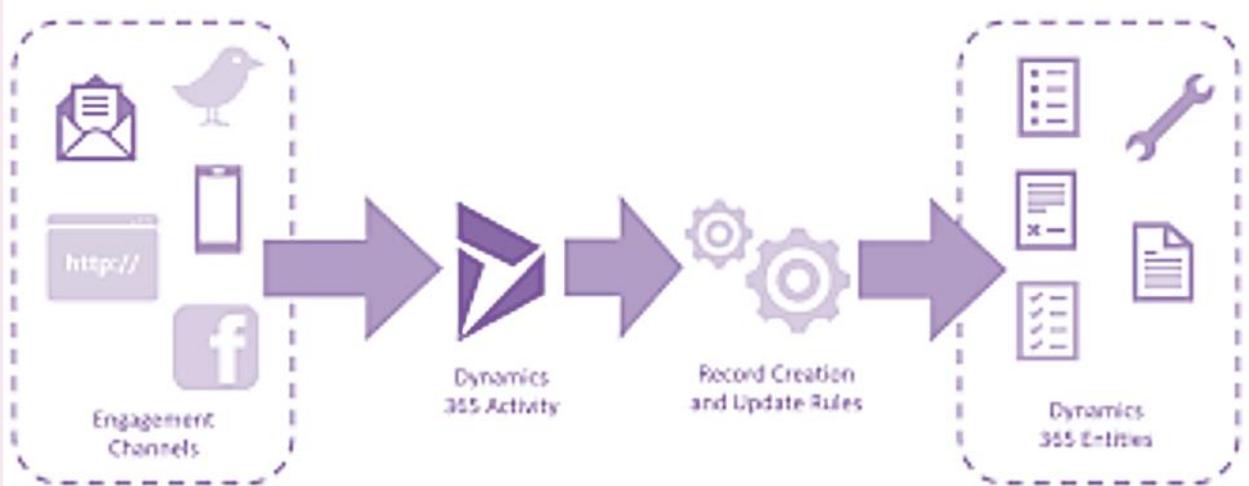
- ✓ Represents a person with access to the Microsoft CRM system who owns objects in the Microsoft CRM database.
- ✓ Customer Service Insights uses the following User entity attributes:
 - SystemUserId
 - Full Name

6. Team entity

- ✓ Represents a collection of system users that routinely collaborate.
- ✓ Customer Service Insights uses the following attributes from the Team entity:
 - TeamId
 - Name

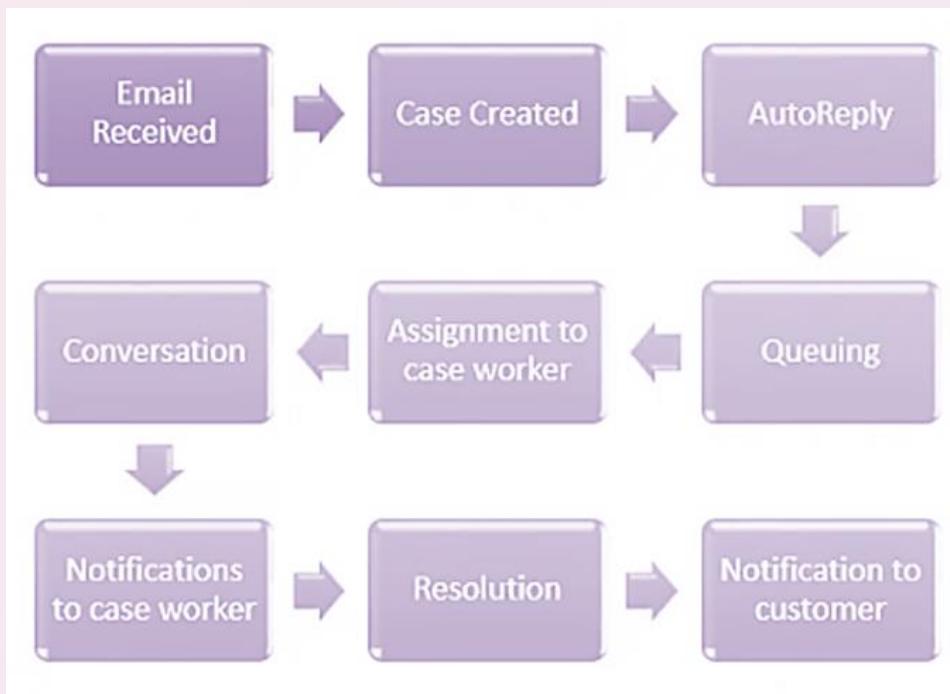


Case Management



- a core record that tracks individual customer service issues across channels
- represents a situation or incident that's reported by a customer and requires a resolution
- designed to track the process from the initial intake of an incident, through the remediation process, to resolution.
- Components:
 - **Cases:** Represents a single incident of service
 - **Activities:** Represents an interaction with a customer, like a phone call.
 - **Entitlements:** specify the number of support services that a customer is entitled to
 - **knowledge base:** repository of informational articles that help representatives resolve cases.
 - **Queue:** A place to organize and store activities and cases that are waiting to be processed.
 - **Service-level agreements (SLAs):** a way to track and define what should happen when a case is opened, like how long it should take to respond to a customer.
 - **Record creation and update rules:** applied to cases to automatically route them to a specific queue or user.
 - **Business process flows:** represents a guided process that has different stages and steps that are used to resolve a specific item, like a case.

The flow of Case Management



- The system receives an email regarding any issue.
- Cases will be automatically created from email messages.
- Send automatic email response to the Customer for the ticket creation.
- This ticket will be routed to the Support queue.
- The ticket will then be assigned to a specific CSR based on the routing rules set in the CRM system.
- CSR will make further communications with the customer.
- CSR will resolve the case and notification will be sent to the customer for the case resolution.

Service Level Agreements (SLAs)

- enable businesses to track support policies.
- ensure customers are being supported per the support policy
- Businesses use SLAs to govern support products
- include policy details such as how quickly a customer is entitled to receive support
- SLA can be associated with entitlement as well
- allow CRM users to pause the KPI timer depending on the status reason of the support requests
- Important considerations before creating SLAs:
 1. Criteria for when the SLA is and is not applicable
 2. What SLA success means
 3. When warnings should occur and whether a warning notification is sent
 4. When failures should occur and whether a failure notification should be sent



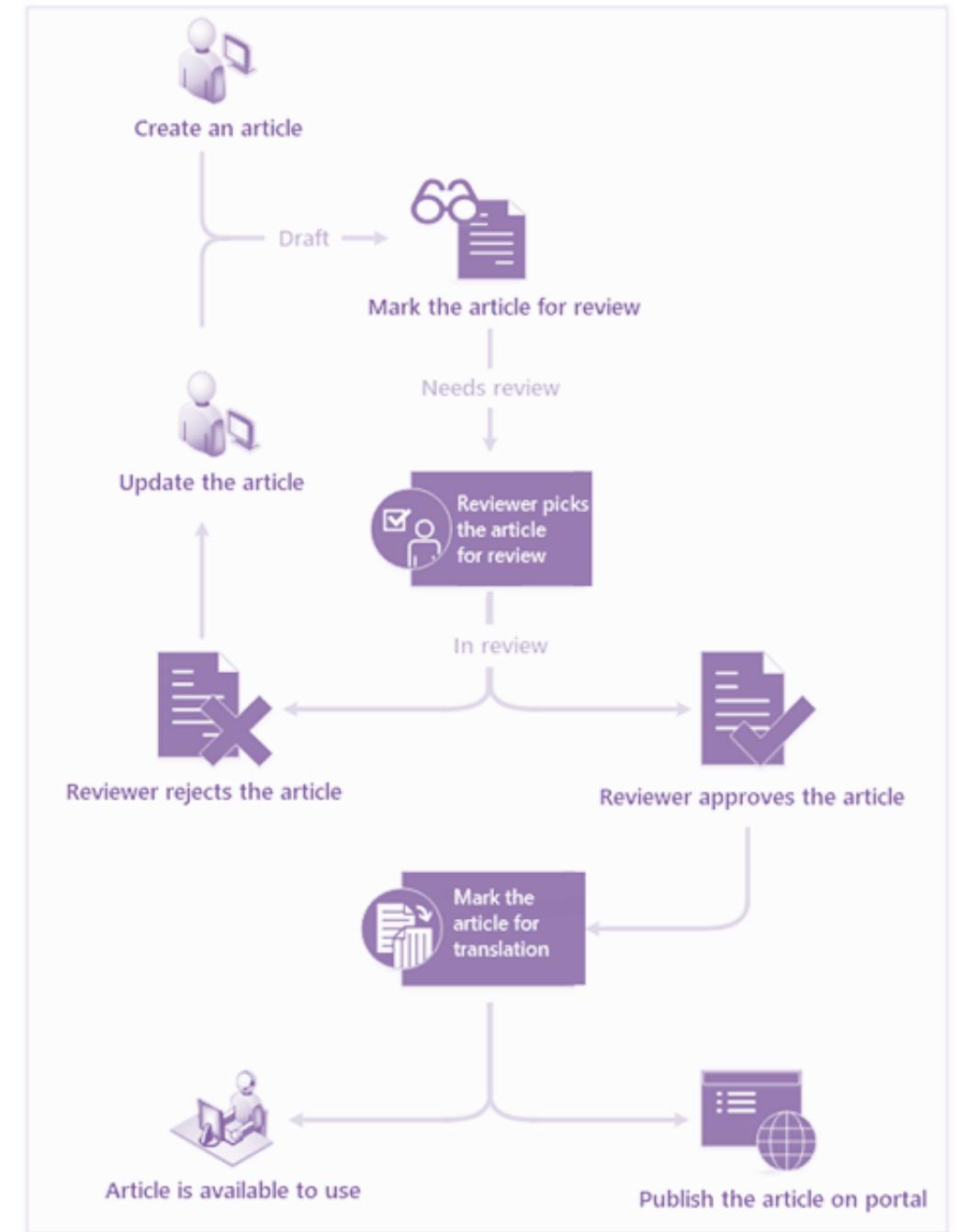
D365 customer service Knowledge Management

- ✓ Reduce call handling times with knowledge articles in the Customer Service Hub application.
- ✓ knowledge management module, you can create and manage knowledge articles that your users may be looking for.
- ✓ Knowledge articles can address any number of issues your customers encounter while using your organization's product or services.
- ✓ Types of Knowledge articles can include:
 1. solutions to common issues,
 2. product or feature documentation,
 3. answers to frequently asked questions (FAQs),
 4. product briefs, and more.
- ✓ Use the rich text editor to create knowledge articles, format your content or embed videos and images.
- ✓ Knowledge management is available out-of-the-box through the Customer Service Hub app module
- ✓ Work with other customer apps as well.
- ✓ Articles that are created in the Customer Service Hub will be available in the Dynamics 365 Customer Service app as read-only records.



Knowledge management process

- ✓ Default process for creating and using knowledge articles in the Customer Service Hub
- ✓ Create an article and mark it for review.
- ✓ Reviewer can approve or reject the article.
- ✓ Article is rejected, it is sent back for edits or updates.
- ✓ Article is approved, it is published on the portal.
- ✓ Also available in search and can also be translated.



Voice channel powered by Azure Communication Services



- ✓ Feature enables organizations to adopt Azure Communication Services
- ✓ Voice provider natively in Omnichannel for Customer Service, and facilitates the following features:
 - ✓ Phone number procurement and management
 - ✓ Ability to handle and distribute incoming calls
 - ✓ Ability to make outbound calls
 - ✓ Ability to manage SMS (inbound and outbound)
 - ✓ Deep integration of voice into core Omnichannel for Customer Service functionality
 - ✓ Real-time sentiment analysis
 - ✓ Real-time transcription
 - ✓ Real-time translation
 - ✓ Real-time smart assist suggestions
 - ✓ Operations management through supervisor dashboards
 - ✓ Ability to record and manage phone calls

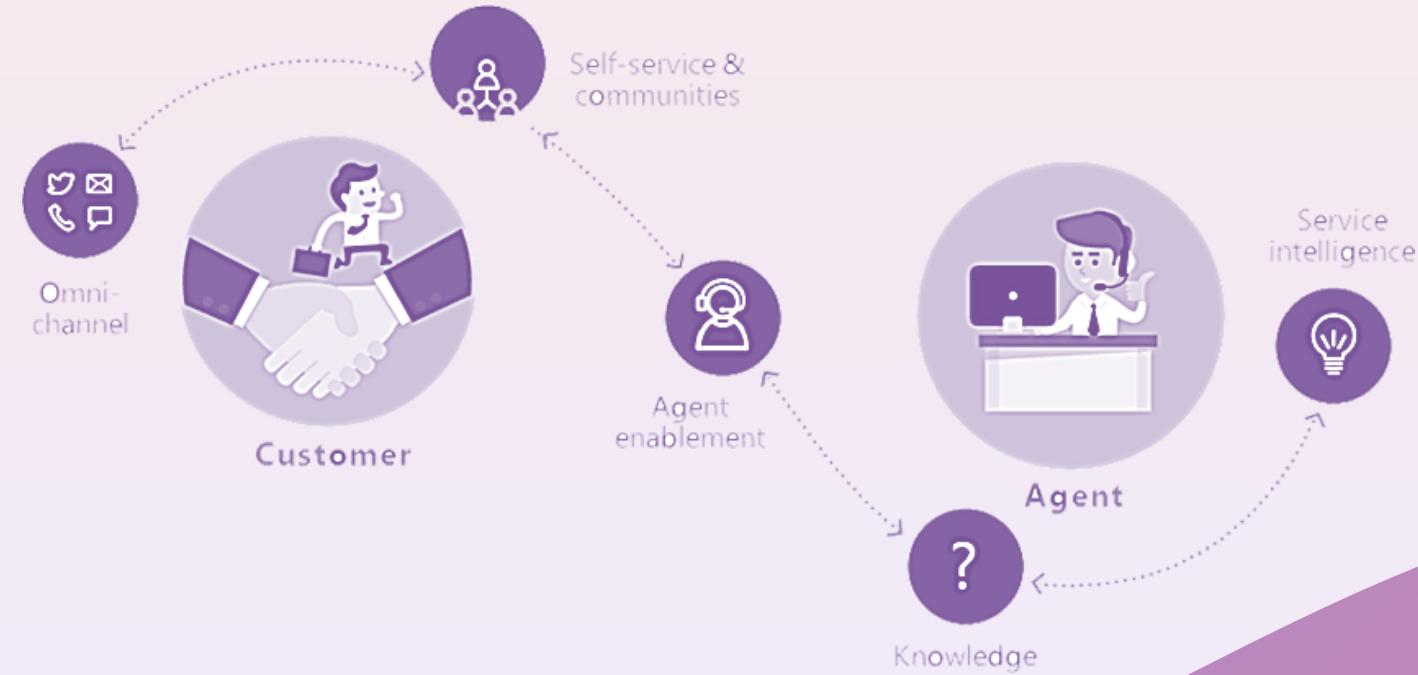
Voice channel powered by Azure Communication Services



Business value

- ✓ Enables an all-in-one customer service solution without fragmentation or requirement of manual data integration
- ✓ Solution provides a single view of the customer
- ✓ Empowers agents to provide personalized service across all channels
- ✓ True omnichannel analytics
- ✓ Insights for agents and supervisors alike.
- ✓ Providing organizations with a choice of telephony delivered
- ✓ Directly by Microsoft enables quick and easy deployment of a voice channel for their business.

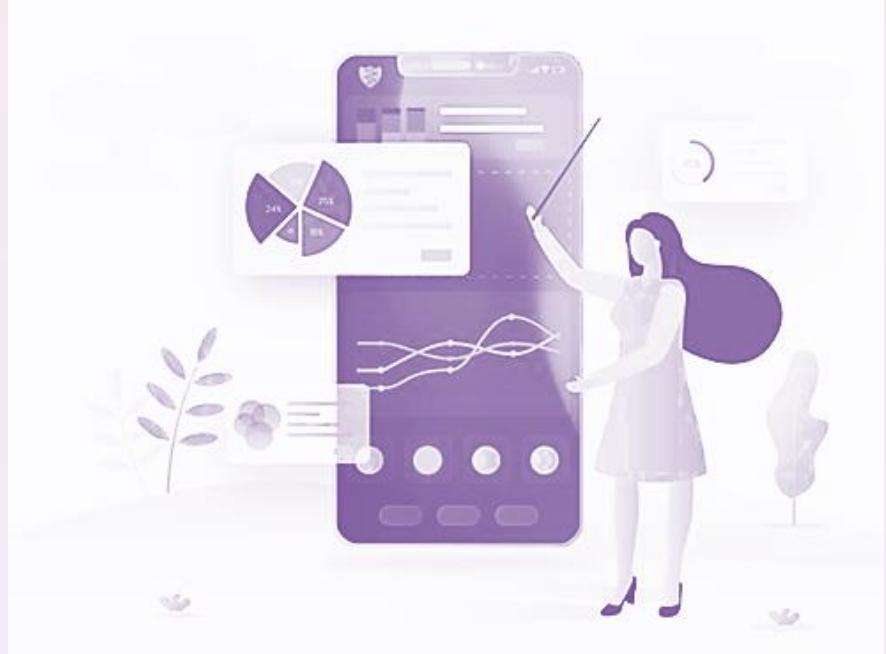
Customer service for Agent



Dynamics 365 customer service for Agent

- ✓ Agent experience is the heart of Dynamics 365 Customer Service.
- ✓ Key to improving satisfaction in service delivery is enabling agents to take customer requests from any:
 1. channel,
 2. handle multiple sessions at a time,
 3. interact with multiple apps without losing context,
 4. enhance their workflow with productivity tools.

Charts and Dashboards



- ✓ Each time you sign in to the system you'll see a dashboard, which gives you easy-to-read charts and graphs.
- ✓ Help you see how you and your team are doing with key metrics.
- ✓ Known as key performance indicators, or KPIs.
- ✓ Choose from different dashboard layouts
- ✓ System comes with several dashboard layouts tailored for your role.
- ✓ For example:
 1. Sales Activity Dashboard, you'll see the status of open opportunities in the pipeline,
 2. Progress toward goals,
 3. Open leads and opportunities,
 4. Sales Leaderboard, and your activities.

App Types

- ✓ The following capabilities are available in the different app experiences,
- ✓ Depending on your needs.
- ✓ Select the app of your choice to read more about the details of the user experience in each app:

D365 Customer Service - Pricing

- ✓ Exceed expectations to earn customers for life by delivering exceptional service on any channel.
- ✓ Dynamics 365 Customer Service Professional
 1. \$50 Per user/month
 2. Core Customer Service capabilities
- ✓ Dynamics 365 Customer Service Enterprise
 1. \$95 Per user/month
 2. Advanced Customer Service capabilities

Features	Customer Service workspace	Omnichannel for Customer Service	Customer Service Hub	Customer Service Team Member	Customer Service app (Deprecated)
Multisession	✓	✓	✗	✗	✗
Conversations (with Chat or Digital Messaging Offers)	✓	✓	✗	✗	✗
Channels (with Digital Messaging Offer)	✓	✓	✗	✗	✗
Case Management	✓	✓	✓	✓	✓
Knowledge	✓	✓	✓	Read only	✓
Insights	✓	✓	✓	✗	✗
Service Scheduling	✓	Not applicable	✓	✗	✓
Connected Service with IoT	✓	✗	✓	✗	✗
Extensibility	✓ with Channel Integration Framework version 2.0, custom messaging channel	✓ with Channel Integration Framework version 2.0, custom messaging channel, Mobile SDK	✓ with Channel Integration Framework version 1.0	✗	✗
Unified Interface compliant	✓	✓	✓	✓	✗
Basic Administration	Customer Service Hub -> Service Management	Omnichannel Administration application	Customer Service Hub -> Service Management	✗	Settings -> Service Management

App Types

Basic Administration	Customer Service Hub -> Service Management	Omnichannel Administration application	Customer Service Hub -> Service Management	✗	Settings -> Service Management
Case Routing & Queue Configuration	Customer Service Hub -> Service Management	Omnichannel Administration application	Customer Service Hub -> Service Management	✗	Settings -> Service Management
Add & Configure Channels	Omnichannel Administration	Omnichannel Administration	✗	✗	✗
Control User Experience for Agent & Supervisor	In app profile manager	In app profile manager	✗	✗	✗
Licensing: Customer Service Professional	✗	✗	✓	✗	✗
Licensing: Customer Service Enterprise	✓	✓	✓	✓	Not applicable
Licensing: Chat	✓	✓	✗	✗	✗
Licensing: Digital Messaging	✓	✓	✗	✗	✗

Customer Service Workspace



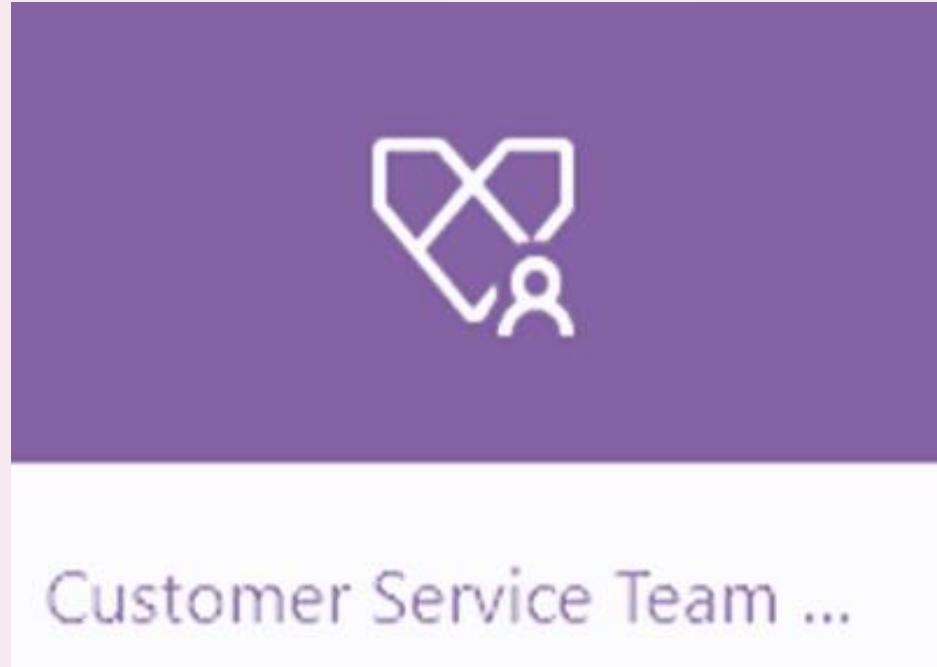
- Customer Service workspace allows agents to handle customer cases efficiently
- allows agents the Management of multiple cases simultaneously.
- Allows switching among issues seamlessly without losing context of the in-progress work.
- Management of email and other case-related activities without losing context of the parent case.
- Productivity pane for AI-based suggestions for knowledge articles, similar cases, and other productivity tools.
- enables customers to access the account information and discover relevant answers to their queries through a self-service and collaboration-enabled portal
- use Common Data Service to simplify the customer and agent experiences through one complete source of customer data and business data using a single, extensible platform.
- knowledge article option will auto search Knowledge Article (KB) articles based on the Case title and present the results view

Customer Service Hub



- Seamless and intuitive user interface
- Quickly resolve issues with complete relationship information accessible in a single interface hub
- UI reflow and adaptivity across devices and form factors
- Built with accessibility in mind
- based on the Unified Interface framework
- enable the companies to build:
 1. customer trust
 2. loyalty
 3. insights
- Enables the Sales, Service, Marketing professionals to be as productive
- Service scheduling migration tool
- Improve customer service and operational efficiency by using embedded AI-driven insights

Team Member



Dynamics 365 Customer Service Team Member

aimed at users who do not have a particular role but require basic Dynamics 365 functionality.

- Define specific entitlements accessible to licensed users of Dynamics 365 Customer Service for Team Members.
- Restrict access to customisations only within the scope of the functionalities of the approval lists.
- Enable reporting and eventual reinforcement of licence compliance
- Provides the facility of addressing the self service support scenarios for the employees

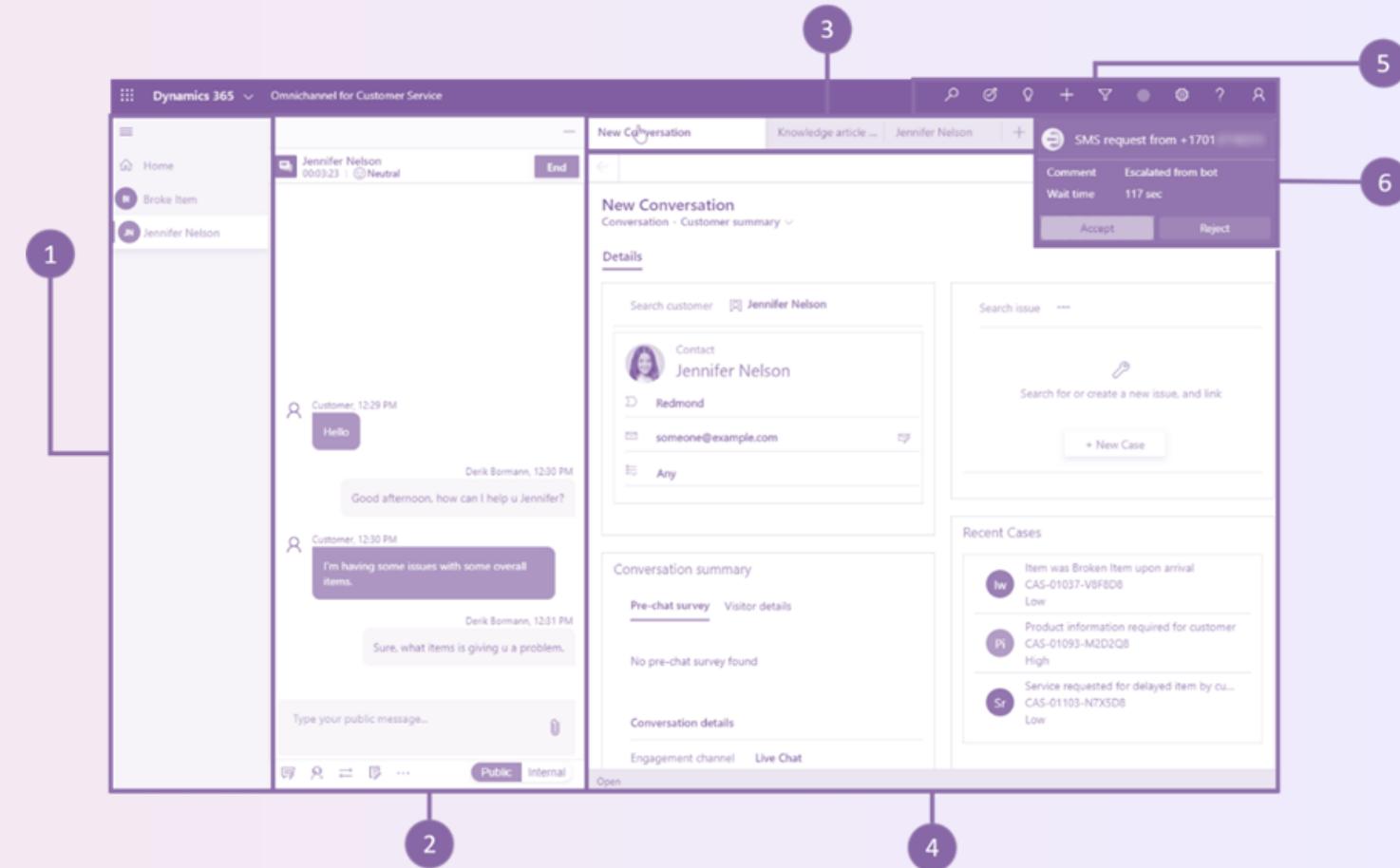
Omnichannel for customer service

- Extends the power of Dynamics 365 Customer Service to enable organizations to instantly connect and engage with their customers via channels like Live Chat and SMS
- provides a modern, customizable, high-productivity app that allows agents to engage with customers across different channels.
- Offers contextual customer identification, real-time notification, integrated communication, and agent productivity tools
- Supervisors get real-time and historical visibility and insights into the operational efficiency of agents
- Available Channels
 - Chat
 - SMS
 - Social Channels: Facebook, LINE, Twitter, and WeChat
- Custom messaging channel
- Microsoft Teams
- omnichannel solution can benefit organizations include:
 - Reduced customer effort
 - Better customer rapport
 - Increased customer loyalty



Features for Agents

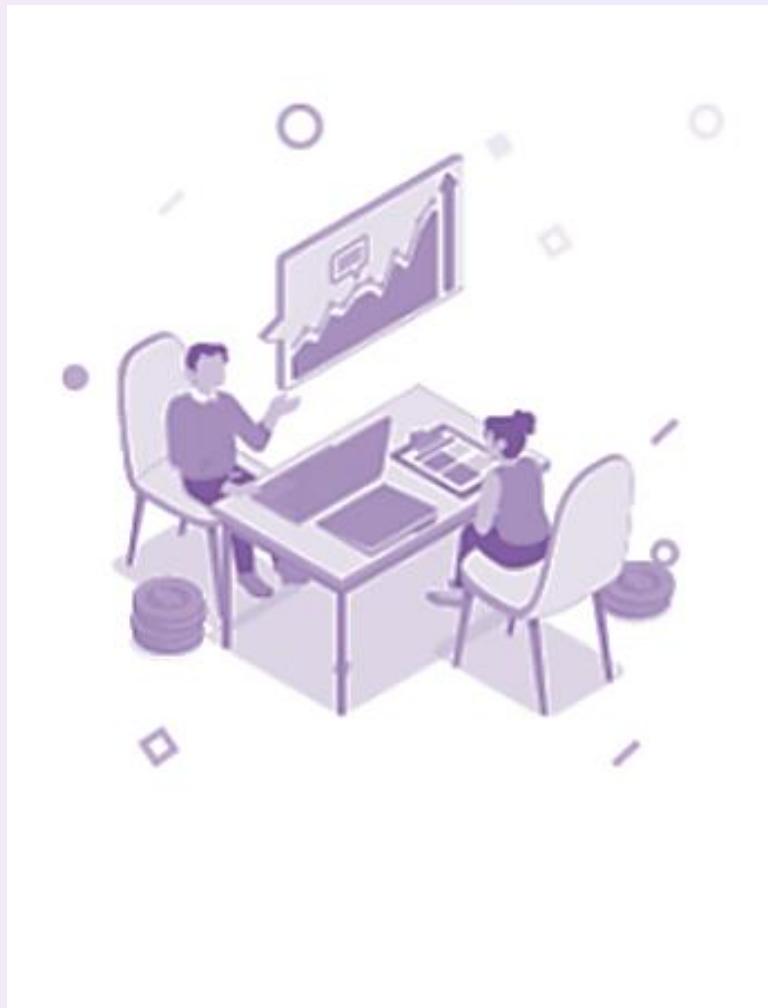
1. Session management
2. Customer interaction
3. Multiple applications
4. Customer summary
5. Quick access to familiar Dynamics 365 tools
6. Real-time notification



Dynamics 365 development services

Dynamics 365 Consulting/Customization

- Extensively result-driven **services** help businesses transform various business operations.
- Assist clients with Dynamics 365 implementation
- Successfully maintain quality customer services, enhance customer acquisition, conversion, and retention.
- Customize the applications to deliver the best solutions
- Help different organizations to transform the business by earning profit and reducing costs.
- Offer customization such as adding new fields, custom workflows, data collection and data processing.
- Create and customization of schema features, metadata, business logic, design user-friendly dashboards, forms and views, notification templates, and optimization.



Dynamics 365 development services

Dynamics 365 – Power Platform Development

For each module Dynamics 365, we offer:

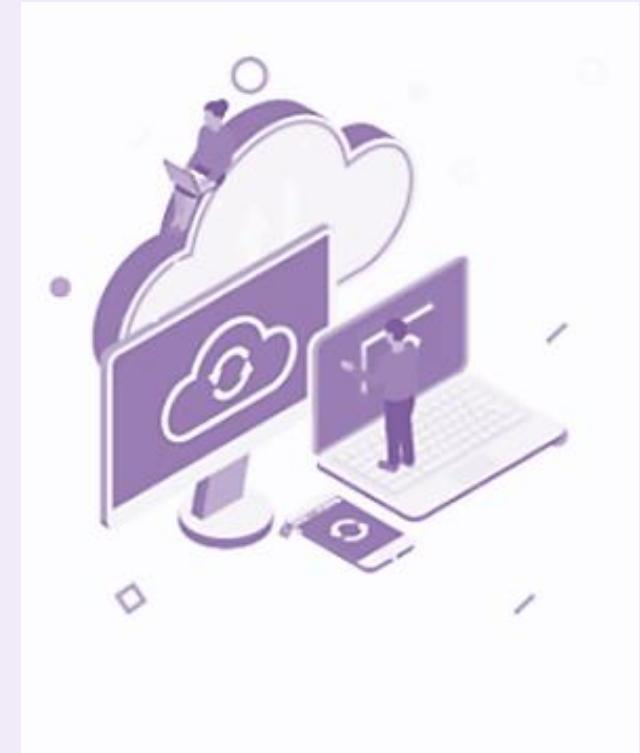
- custom solution development via Power Apps, process automation/workflow management
- Turn ideas into organizational solutions by enabling everyone to build custom apps that solve business challenges by using Power Apps (Canvas & Model-Driven).
- Boost business productivity to get more done by giving everyone the ability to automate organizational processes by using **Power Automate**
- Dashboard-graphs implementation via **Power BI** & Make informed, confident business decisions by putting data-driven insights into everyone's hands.
- Easily build chatbots to engage conversationally with your customers and employees by developing intelligent chatbots via **Power Virtual Agents**.



Dynamics 365 development services

Dynamics 365 Mobility Solutions

- Custom development for almost every type of computer device.
- Advanced structural development service for different kinds of devices like:
 1. Dynamics 365 for phones
 2. Dynamics 365 for tablets
- Adopt Native App Development Approach for different devices
- Choose modern Front-end frameworks to make the solution compatible with every device operating with any modern operating system.



Dynamics 365 development services

Dynamics 365 Custom Integration

- Helped several organizations to migrate data from particular CRM solution to Dynamics 365 CRM in a cost-effective manner.
- Incorporate the best practices and methodologies to map and move data from target CRM to Dynamics 365.
- Integrates Dynamics 365 with third-party applications and ERP systems to fulfill the rising demands of businesses.
- Streamline business analysis and integration for data syncing & data migration from 3rd party apps



Dynamics 365 development services

Dynamics 365 support

- Technical, functional as well as production support for the implementation of Microsoft Dynamics 365 CRM.
- Post-implementation support service assistance.
- Assist clients in solving arising or reoccurring issues to ensure the smooth operation of the app.
- Great ROI – with Microsoft Dynamics support, 2managed services offerings represent a significant saving.
- In-depth assistance and consultancy across all CRM related requirements



Dynamics 365 development services

Dynamics 365 user training

- Highly experienced in designing, developing, and delivering bespoke, client-branded, collaborative learning solutions for any Dynamics 365.
- Develop training programs for users of any module of D365 that reflect their way of working, incorporating the individual business processes and workflows for each role group.
- Training services include:
 1. Training needs analysis (TNA)
 2. Rapid Scope® – scoping your D365 training requirements
 3. Development of bespoke deliverables including reference guides, quick cards, trainer packs, and three different eLearning options
 4. Assistance with Skill the Trainer and Go-Live Support
 5. Delivery in the form of classroom, presentation, eLearning, and various online solutions
 6. Localization and translation services for global D365 rollouts



Dynamics 365 development services

PowerApps Component Framework –PCF for Dynamics 365

- Enhanced user experience for the users to work with data on forms, views, and dashboards
- Create code components that can be used across the full breadth of Power Apps capabilities
- Utilize the reusability of the code components
- Reuse these components many times across different tables
- Forms which provide support of modern web practices.
- Reusability, Access to a rich set of framework APIs that expose capabilities like:
 1. component lifecycle management,
 2. contextual data,
 3. Metadata Seamless server access via Web API;
 4. Utility and data formatting methods;
 5. Device features like camera, location, and microphone; and easy-to-invoke user experience elements like dialogs, lookups, and full-page rendering.



Dynamics 365 development services

Open Source - TypeScript Based Development for Dynamics 365

- We provide the services of the execution of the custom functionality for each module of Dynamics 365
- Using TypeScript to streamline the custom business requirements of the clients
- Supported by the dynamics by default but provide a way of extension.
- While the execution of the TypeScript code, entities and form attributes are accessed and actions can be performed:
 1. Form context
 2. XRM Web API,
 3. support of support HTML,
 4. CSS,
 5. JavaScript and TypeScript,
 6. React.js,
 7. Angular.js,
 8. Vue.JS,
 9. Ember.JS,
 10. Backbone.js



Dynamics 365 development services

Dynamics 365 Plugin Development

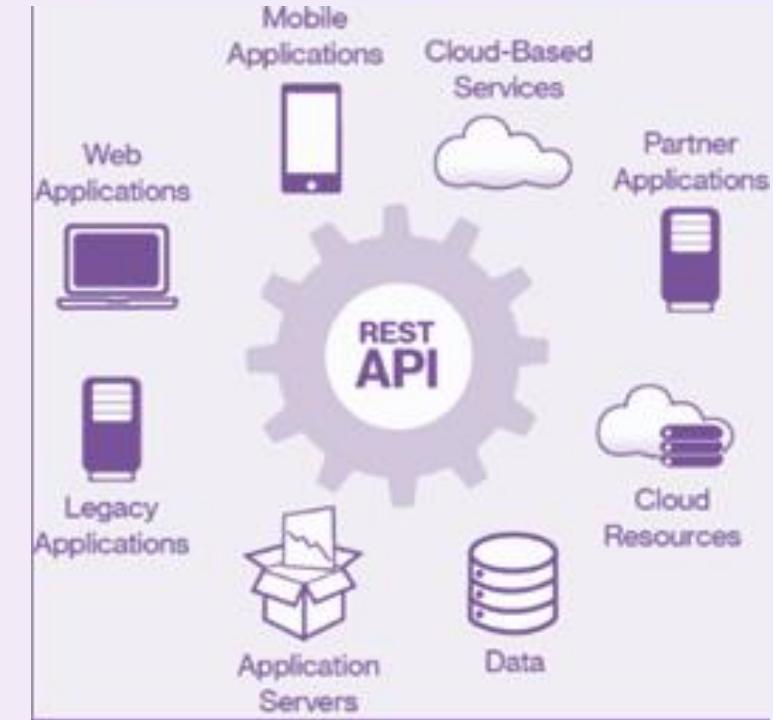
- a .NET assembly that could be uploaded to the Microsoft Data verse, Custom business logic, integrate with Dynamics 365 Customer Engagement
- Leverage the advancement of .Net framework
- Help out the organizations to take, out of the box customization to make maximum benefits.
- Use the Event pipeline to initiate the execution.
- Based on requirement, Plug-ins can be configured to execute synchronously or asynchronously.
- synchronous plug-in will cause the operation to wait until the code in the plug-in completes.
- classes within the assembly can be registered to specific events (steps) within the event framework.
- The operations in an asynchronous plug-in are placed in a queue and are executed after the operation.



Dynamics 365 development services

Dynamics 365 Rest API Development

- provides a development experience, used across a wide variety of programming languages, platforms, and devices.
- API implements the OData (Open Data Protocol), version 4.0, an OASIS standard for building and consuming RESTful APIs over rich data sources.
- Data management framework's package API uses OAuth 2.0 to authorize access.
- make it easier to integrate software and business applications into any company's sales and marketing platform.
- Include managing all business operations and customer-facing features.
- Newer & more flexible, come with default implementation.



Contact us

Dynamics 365 Consulting services of Cognitive Convergence offers strategic opportunities to clients, investors, and partners that is:

- ✓ Unique and industry defining
- ✓ Mutual interest centric business approach
- ✓ Significantly enhance company's footprint
- ✓ Turn grow revenues by entering new and exciting Technology Domains, App development ideas, Solution Development, and Joint venture projects
- ✓ 1st mover advantage with
 - Talent: 100%
 - Timing: 100%
 - Technology: 100%
 - Technique: 100%



For questions or queries, contact us, we will be sure to get back to you as soon as possible.



THANK YOU

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