



PUT A SMILE
ON YOUR
CUSTOMER'S FACE

**MICROSOFT
CUSTOMER
ENGAGEMENT**



MICROSOFT CE FROM ORBIS

MICROSOFT CUSTOMER ENGAGEMENT

Combine all company divisions in one single network for better results with **an integrated solution**



SALES



MARKETING



SERVICE

Our aim is to put a smile on your customer's face. To do this, you need a seamless customer journey that never fails to impress, from the first touch point, throughout the entire sales cycle, and even in the case of customer service. At the same time, you can help marketing, sales and service to work together more effectively.



DYNAMICS 365 SALES

DYNAMICS 365 SALES

Dynamics 365 Sales is the perfect way to provide expert support to your sales department. The software supplies key information and tools, and provides insight and useful instructions for optimized customer contact.

Dynamics 365 Sales is a cloud-based CRM solution that helps companies of any size to optimize their sales process, manage customer relationships, and generate more business. It can be adjusted and scaled flexibly to suit your company's specific needs. In sales opportunity management, we can give you tools for following up on and managing sales opportunities, including forecasts, pipeline management, and activity tracking. We also help you to put together powerful analyses in relation to your sales funnels, customer interactions, and market trends.

THE BENEFITS FOR YOU:

- Increase data protection
- Boost profits
- Set priorities

Take an exclusive look at our DYNAMICS 365 SALES website today



DYNAMICS 365 CUSTOMER INSIGHTS

Dynamics 365 Customer Insights is a key component of the Microsoft Dynamics 365 ecosystem. With the Dynamics solution for marketing automation, you can cover the entire CRM process throughout the customer journey.

Digitalize your marketing processes and create deeper customer loyalty, exceptional customer experiences, a personalized and compelling approach and consistent control of activities through marketing automation. You will be able to automate email marketing, landing pages, and campaign control. Dynamics 365 Customer Insights also includes lead generation, lead nurturing, and lead and campaign management.

THE BENEFITS FOR YOU:

- Lead Scoring
- Track campaigns
- Set priorities



DYNAMICS 365 CUSTOMER INSIGHTS

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DYNAMICS 365 SERVICE

DYNAMICS 365 SERVICE

Make your customer service a unique experience to give your brand a clear competitive advantage. Put your customers first.

Gain a clear competitive advantage through personalized and efficient customer service and high-quality self-service. Make your contact with customers more future-oriented and productive, whether you are making personal contact or using social media (e.g. live chat, chatbot, Facebook, X, WhatsApp, text message) – from the key account manager to the sales rep. We can provide comprehensive support on the following key topics, from the planning to the implementation: customer service, field service, and remote assist.

THE BENEFITS FOR YOU:

- Satisfied customers
- Central platform
- Perfect integration

Take an exclusive look at our DYNAMICS 365 SERVICE website today



WHY CE WITH ORBIS?

- More benefit for your customers
- Enhance the effectiveness of your organization and processes
- High integration expertise in consistent processes
- Strengthen your competitive position
- Increase market share
- Boost profits
- Comprehensive technological implementation and consultation that exceeds expectations

PUT A SMILE ON YOUR CUSTOMER'S FACE.



IMPRESS CUSTOMERS WITH CUSTOMER ENGAGEMENT

ADDITIONAL BENEFITS THAT WE CAN PROVIDE:

ChatGPT, Copilot, and the modern workplace have become key topics for all businesses. With us, they are fully integrated into business processes. We test them in future workshops with our customers to identify the scope of the customer's technological requirements and find ways to meet them precisely.

Where the Microsoft universe is integrated into your system landscape, we can use modern approaches involving integration platforms in **Microsoft Azure** and **SAP Cloud Integration (BTP SCI)** to provide the right consultation and implementation for any platform strategy. We can provide you with templates specifically designed for our key industries as project accelerators.



Take an exclusive look at all our MICROSOFT SOLUTIONS today





MICROSOFT CUSTOMER ENGAGEMENT

CONSULTATION THAT'S
SURE TO IMPRESS!

CONTACT US

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