

HITACHI

Microsoft Dynamics 365 Contact Center Quick Start:

SmartConnect 365

As contact centre teams struggle with fragmented customer interactions and siloed systems, they face slow response times, inconsistent service quality, and operational inefficiencies. To deliver exceptional customer experiences, teams require a unified view of customer engagements, intelligent automation, and AI-driven assistance that elevates both agent productivity and service outcomes.

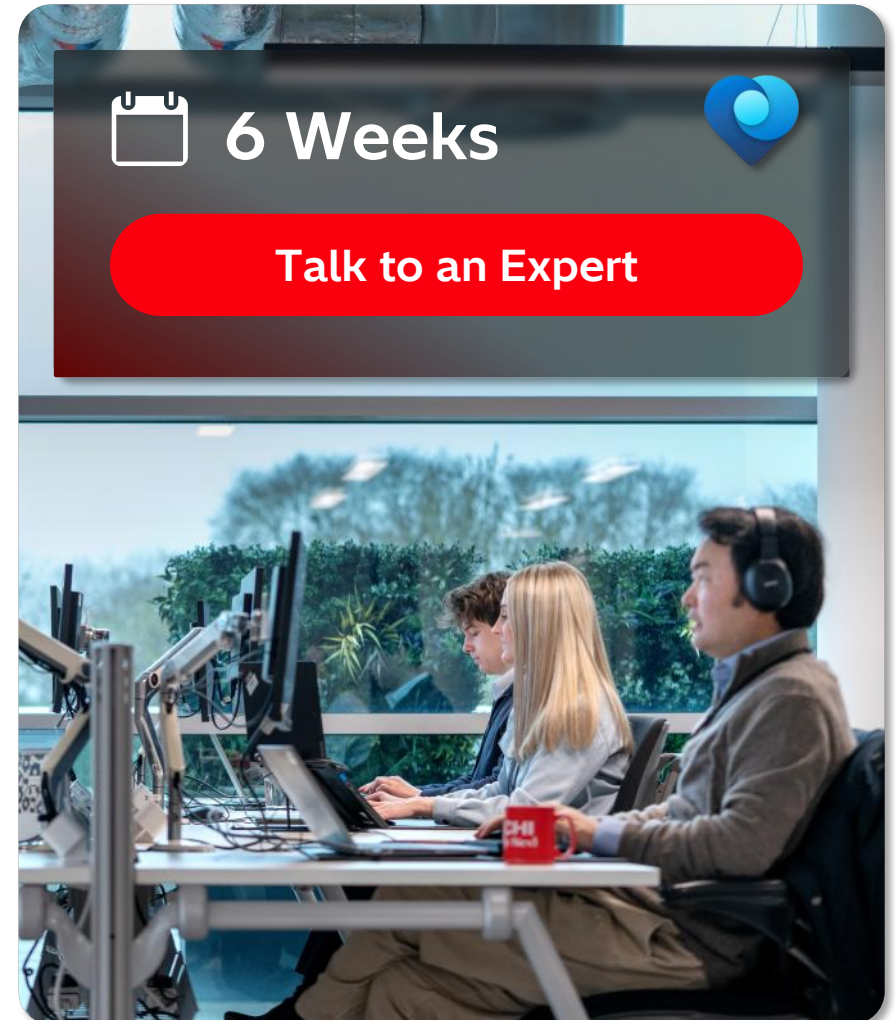
Hitachi Solutions' rapid implementation of Dynamics 365 Contact Centre, enhanced with Microsoft Copilot and agentic AI, delivers a modern service platform in as little as 6 weeks—empowering agents with real-time insights, guided resolutions, and automated workflows for faster, smarter support.

Key Benefits:

- **AI-Enhanced Agent:** AI assistance and insights for faster, higher-quality resolutions.
- **Unified Omnichannel Engagement:** One view of all customer interactions for seamless, consistent service.
- **Agentic Automation:** AI-driven workflows that reduce manual tasks and speed up resolution.

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Dynamics 365 Contact Centre unifies every customer interaction into one intelligent, AI-powered platform—giving agents the context, automation, and insights they need to resolve issues faster and deliver exceptional, personalized experiences. With seamless omnichannel engagement and built-in Copilot intelligence, it transforms service operations and elevates customer satisfaction.

Our Approach

Week 1: Discovery & Planning

- **Kickoff:** Align on contact center goals, channels, and KPIs.
- **Assessment:** Review existing telephony, CRM, and social channels
- **Solution Blueprint:** Define the end-to-end AI driven architecture,

Week 2 & 3: Configuration & Experience Design

- **Platform Setup:** Configure Dynamics 365 Contact Centre and omnichannel capabilities.
- **Customization:** Tailor workflows, routing rules, AI prompts, agent experience layouts, and knowledge integration.

Week 4: Integration, Testing & Enablement

- **CRM Integration:** Connect Dynamics 365 Contact Centre with your existing CRM.
- **UAT:** Ensure everything works perfectly.
- **Training:** Deliver hands-on training for agents, supervisors, and admins

Week 5: Go-Live Preparation

- **Final Validation:** Conduct end-to-end scenario testing.

Week 6: Go-Live & Hypercare Support

- **Launch:** Activate Dynamics 365 Contact Centre for production use across all channels.
- **Post-Go-Live Support:** Provide monitoring, issue resolution and user support.

The Outcomes

1. **Intelligent Case & Interaction Management** – Automate creation, routing, and resolution of customer issues across voice and digital channels for faster, more consistent support.
2. **Omnichannel Engagement** – Deliver seamless service across voice, chat, email, social, and messaging with a unified agent workspace.
3. **Proactive, AI-Driven Service** – Use real-time and predictive insights to identify issues early, anticipate customer needs, and improve first-contact resolution.
4. **Unified Knowledge Hub** – Centralize knowledge articles and surface AI-powered suggestions to agents in real time.
5. **Enhanced Customer Insights** – Combine interaction data, CRM context, and analytics to understand customer behaviour and deliver more personalized engagements.
6. **Agent Productivity with Copilot** – Empower agents with AI-generated summaries, recommendations, sentiment insights, and next-best-actions.
7. **Seamless Collaboration** – Integrate with Microsoft Teams, Outlook, and SharePoint to streamline communication between agents, supervisors, and back-office teams.
8. **Scalable & Flexible Platform** – Adapt quickly as your contact center grows, adding channels, capacity, and automation without disruption.
9. **Advanced Reporting & Analytics** – Monitor real-time performance, queue health, sentiment, SLAs, and agent effectiveness with built-in dashboards.
10. **Deep Microsoft Ecosystem Integration** – Connect effortlessly with existing CRM, Dynamics 365 apps, Azure services, and third-party tools for a unified end-to-end service experience.