

Tigunia Microsoft Dynamics 365 CRM

Engage your customers with Dynamics 365 CRM

Customer relationship management (CRM) is a type of data-driven solution that helps businesses manage activities related to prospects and customers. From tracking leads all the way through managing sales data, CRM systems provide a comprehensive solution that supports activities.

With Dynamics 365, you get CRM/customer engagement software that works as a customizable, flexible solution designed to suit your business requirements. Choose a stand-alone application to meet the needs of a specific line of business, or use multiple CRM tools that work together as a powerful integrated solution.

Working great on their own and even better together, Dynamics 365 CRM apps are modern, adaptable, unified, and intelligent.

What can do you with Microsoft Dynamics 365 CRM?

Dynamics 365 provides the full range of CRM capabilities through a series of seamlessly integrated apps.



Dynamics 365 Sales



Dynamics 365 Marketing



Dynamics 365 Customer Service



Dynamics 365 Field Service



Dynamics 365 Market Insights



Dynamics 365 Customer Service Insights



Dynamics 365 Sales Insights

Get customer relationship management with Dynamics 365

Break down silos and share the same information across your organization's departments with Dynamics 365 CRM apps using a single source of record. Ensure everyone working on an account has access to the most accurate, up-to-date data possible.

Sales

- ✓ Improve win rate with event-driven sales processes
- ✓ Build pipeline with high-quality leads from a variety of sources
- ✓ Measure the past and identify leading indicators for the future
- ✓ Always know the best action to move relationships forward
- ✓ Engage and collaborate around strategic deals
- ✓ Work anytime, anywhere

Marketing

- ✓ Run multi-channel campaigns
- ✓ Target matched audiences based on LinkedIn interactions
- ✓ Personalize the buyer experience
- ✓ Prioritize leads using multiple lead scoring models
- ✓ Build custom analytics dashboards
- ✓ Automate processes
- ✓ Use AI to guide your business decisions

Customer Service

- ✓ Let customers connect easily through multi-channel service options
- ✓ Resolve issues quickly with data analysis and predictive care
- ✓ Create upsell opportunities using contextual customer data
- ✓ Improve service based on survey feedback, discussion forums and social listening
- ✓ Onboard new agents quickly with in-app learning options

Contact Tigunia today to learn how Microsoft Dynamics 365 CRM can streamline your business and get all your teams on the same page.