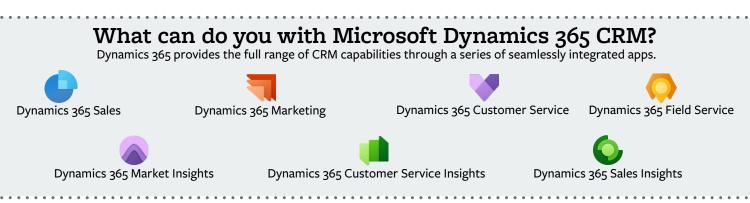
## Engage your customers with Dynamics 365 CRM

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.



# 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 eventdriven 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.

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