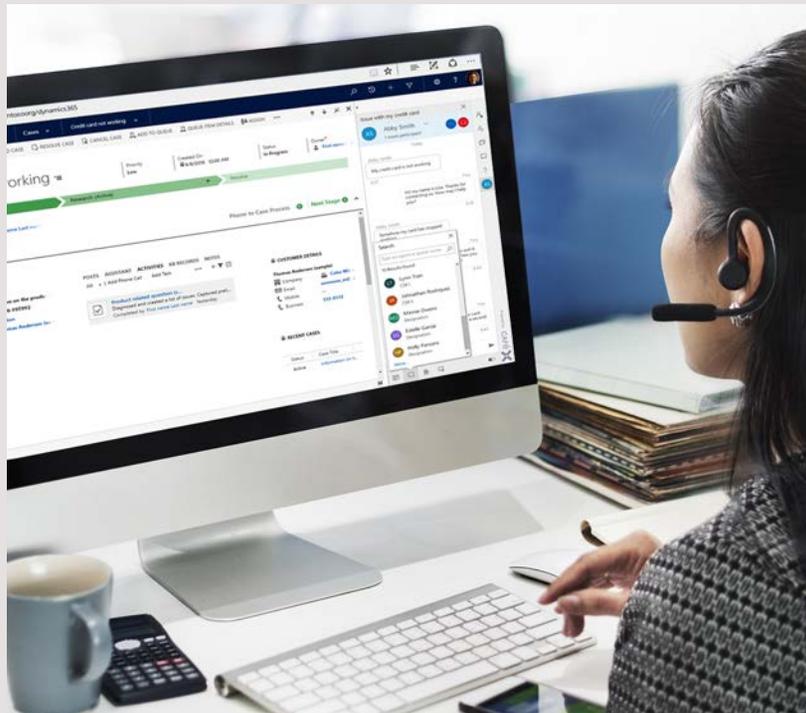




CaféX Live Assist brings omni-channel engagement to Microsoft Dynamics 365, empowering brands to resolve customer issues faster, improve productivity and drive online sales. This jointly developed platform extends personalized assistance and targeted campaigns to customers in web pages and mobile apps. Agents can chat with online visitors, see their screens, co-browse, push files, fill out forms remotely and much more, all from within Dynamics 365. A 360 degree view helps businesses engage buyers with relevant content at the point of transaction to drive higher closure rates with upsell.

Omni-Channel	Live Chat	Co-Browse	Voice/Video
<p>Microsoft + CaféX</p>	<ul style="list-style-type: none"> • Market leader • Embedded chat window • Campaign offers • Tight integration with knowledge base and bots • Data masking 	<ul style="list-style-type: none"> • Award winner • PCI compliant • Standalone or escalate from PSTN, chat & other channels • Mobile & web • No downloads 	<ul style="list-style-type: none"> • WebRTC leader • Enterprise proven • Full featured • Mobile & web • No downloads • Reuse UC/CC infrastructure
<p>CaféX is Microsoft's preferred omni-channel solution for Dynamics 365</p>			



Value proposition

- Integration with Dynamics 365 pairs award-winning omni-channel engagement with intelligent, personalized customer care
- Higher customer satisfaction, NPS and retention in digital channels via agent-assisted chat, PCI-compliant co-browse, voice/video calling and chat bot integration
- Increase online revenue by engaging customers with relevant content and personalized campaigns to drive upsell and cross-sell
- Improve operational efficiency – agents have single-pane-of-glass, immersive experience within Dynamics 365 plus single sign-on and unified provisioning flow for administrators

CaféX market leadership

- Industry leading mobile & web solutions for real-time engagement
- Hundreds of customers worldwide, with 6 top banks, 3 top US insurers and other Global 2000 brands
- Premier Enterprise Connect Event Best of Show Award 2016 & 2014
- Gartner Research Cool Vendor in Unified Communications 2015
- Rapid international growth via global distribution & OEM channels
- WebRTC pioneer with first enterprise gateway & mobile SDK



Live AssistTM
for Microsoft Dynamics 365
Powered by CaféX



Single Stack Omni-Channel Offering
Committed Joint Roadmap
Immersive Experiences
for Customers & Agents

Integration with Microsoft products

- Microsoft's preferred omni-channel provider for Dynamics 365
- Integration with Dynamics 365 web client and USD, runs on Microsoft Azure
- One-click personalized customer assistance in mobile apps and web pages
- Engagement campaigns present relevant content to drive cross-sell and upsell
- Embedded live chat and knowledge base integration with agent-to-customer screen share, co-browse, file/link push, annotation, remote form fill, click-to-voice/video
- Single sign-on and unified provisioning flow through Microsoft Office
- Award-winning co-browse offers built-in PCI compliance and sensitive data masking
- Integration with the Microsoft Bot Framework offers chat with bots via website and social channels with escalation to live agents
- Context capture across channels provides 360 degree view and journey continuity

Key verticals

- Online Banking
- Wealth Management
- Insurance
- Healthcare
- Warranty And Service
- Retail
- Hospitality

Key buyers

- VP of Customer Support
- Head of Customer Experience
- Head of Digital
- IT Leader for Customer Care
- Head of CRM



Contact us for a live demo & free trial!



More information

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www.liveassistfor365.com
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30-day
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McGee-Smith Analytics
White Paper

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