



# e2 Omni-Channel Agent

for Microsoft Dynamics 365

## Streamline the agent experience.

For Microsoft Dynamics 365 and NICE CXOne. Create a simpler, more efficient solution for your agents.



### Close some tabs and enjoy the view.

Contact center agents often bounce between a dozen different apps while helping a customer. This is frustrating and inefficient—for agents and customers.

Designed to serve as an add-on for customers with Microsoft Dynamics 365 and NICE CXOne, the e2 Omni-Channel Agent Solution from Customer Dynamics consolidates everything your agents need—in one uncluttered window.

With e2 Agent you have more power, options, and flexibility, putting you in control.

### Benefits at a Glance

- Increases first call resolution rates and customer satisfaction.
- Increases data accuracy and reduces errors.
- Reduces customer hold times.
- Cuts agents handle time by up to 20%.
- Improves "speed to lead" from minutes to seconds.
- Increases close rates by as much as 25% by using outbound automation to respond to customers in under a minute.

#### EMAIL

[sales@customerdynamics.com](mailto:sales@customerdynamics.com)

#### PHONE

(801) 428-1200

#### WEBSITE

[customerdynamics.com](http://customerdynamics.com)



## Key Features

The e2 Omni-Channel Agent solution leverages the following features and functionality:



### OMNI-CHANNEL

Execute campaigns in an omni-channel environment.



### CLICK-TO-CALL

Reduces wait time for customers.



### ADVANCED SCREEN POP

Allows for screen pop configuration by multiple categories. Also works with call transfers.



### AGENT CONSOLE

Streamlines agent experience. Includes Voice, Chat, Email, SMS and Work Item channels.



### AUTOMATIC TIMELINE LOGGING

Creates an activity log for voice, chat, SMS, email and work items.



### ACTIVITY TRANSCRIPTS & RECORDING LINK

Stores transcripts from chats, email, SMS and voice recording link in Microsoft Dynamics 365 Timeline activities.



### C3 PAYMENT

Sends a secure click-to-pay weblink and collects payment through NICE CXone SMS or email. PCI compliant.

"Customer Dynamics & e2 enabled our business to streamline our contact center's agent experience, improve customer satisfaction and reduced agent call time by 24%."

**Swapnal Shah | Vice President of IT**  
*American College of Education*



Customer Dynamics has helped hundreds of customers, from small business to enterprise, deploy and integrate world-class contact center solutions by utilizing innovative software and services.

#### EMAIL

[sales@customerdynamics.com](mailto:sales@customerdynamics.com)

#### PHONE

(801) 428-1200

#### WEBSITE

[customerdynamics.com](http://customerdynamics.com)