ELANTIS

Service by Numbers: Your Fast Track to Smarter Customer Service

Measure today.
Improve in 90 days.

Struggling with SLA attainment, rising backlog, or inconsistent reporting?

Our Service Maturity Assessment for Dynamics 365 Customer Service & Omnichannel gives you a clear baseline and a practical roadmap to transform operations – without the guesswork.

» From Assessment to Action

- **Service Scorecard & Heatmap:** Response time, resolution time, customer satisfaction, first-contact resolution, and how long unresolved requests have been waiting
- **Executive-Ready Findings:** What's working, what's not, and 5–7 high-impact fixes
- **90-Day Action Plan:** Week-by-week tasks, owners, and success measures
- **Roadmap:** Phased rollout for 30/90/180 days with estimated costs
- **Channel & Routing Map:** Current vs. target intake points
- **Data & Reporting Specs:** KPI definitions, dashboard mockups, and how the data will flow into your reports
- **AI Readiness Brief:** Pilots for self-service

Measurable wins in just 90 days

Prioritized fixes with real impact

Aligned with best practices

Start Your Service Maturity Assessment Now

www.elantis.com

ELANTIS

Ready to Transform Your Customer Service?

» Our Approach

- **Weeks 1–2: Discover & baseline:**
  Interviews, KPI mapping, data collection
- **Week 3: Synthesize & prioritize:**
  Heatmap, quick wins, operating model
- **Week 4: Readout & planning:**
  Executive roadmap, success measures

» Industries Driving Results with Dynamics 365 & Elantis

✓ Public Sector	✓ Healthcare	✓ Manufacturing	✓ Education
✓ Utilities	✓ Financial Services	✓ Retail	✓ SaaS

Get Your 90-Day Action Plan
Book your discovery session today

🌐 www.elantis.com

✉ info@elantis.com

in @elantisinc