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DYNAMICS CON LIVE

MAY 2024



Configuring Customer Service Workspace with Microsoft Voice + Copilot



Presented by:



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Solutions Architect



Agenda

- CSW Voice Call Flow
- Top 10/Voice Call Demo
- Azure Communication Services Integration
- Voice Workstream
- Copilot Studio IVR Bot
- Agent Experience
- Phone Number Porting Process/Go-Live
- Q&A



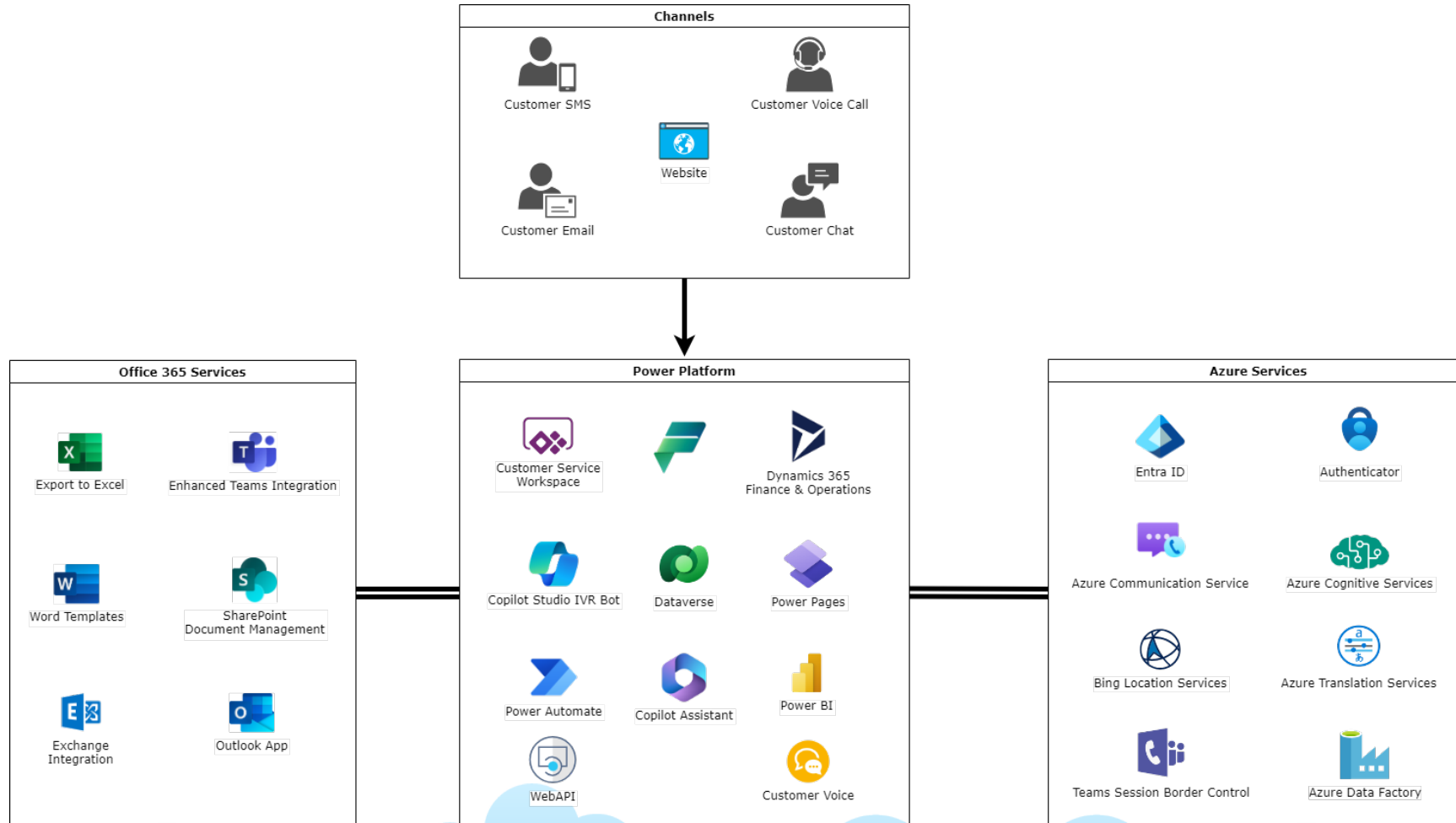


Part 1 – CSW Voice Call Flow

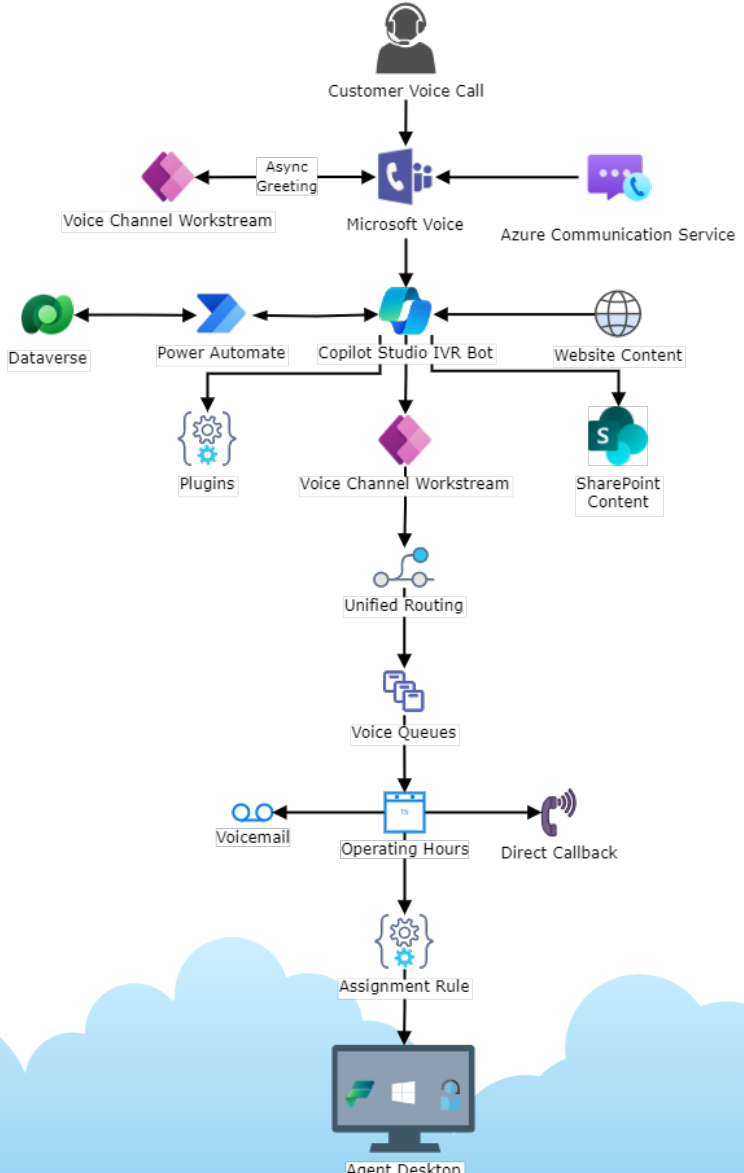
High-level Flow for Customer Service Workspace
using Microsoft Voice



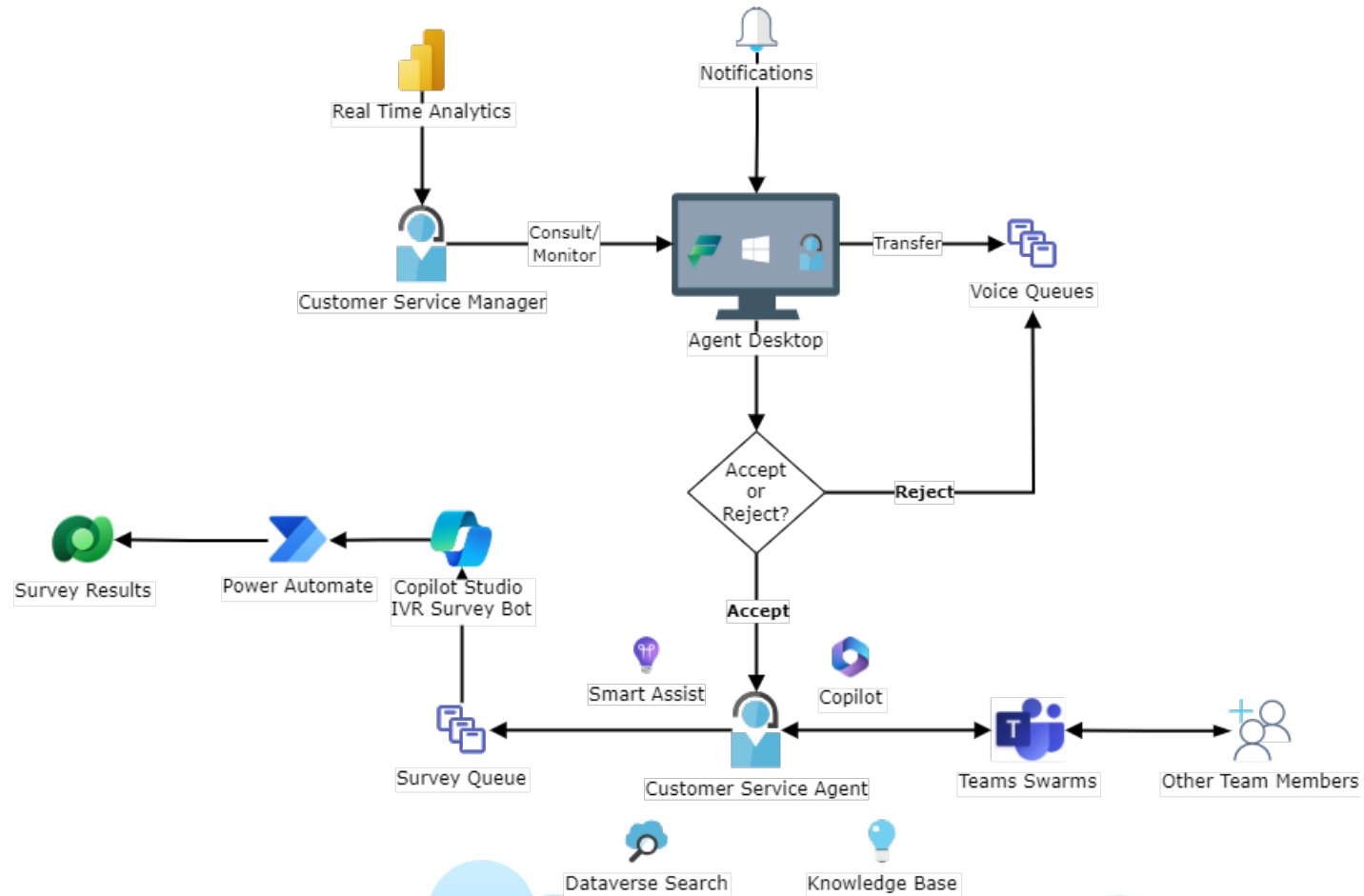
Services Included in CSW w/Voice



Voice Workstream Flow (Part 1)



Voice Workstream Flow (Cont'd)





Part 2 - Demo

Demo to Show Microsoft Voice within Customer Service Workspace



Top Ten Reasons Why You Hated Your Call Center Experience



Sources:

<https://www.calltrackingmetrics.com/blog/sales-service/lead-management/are-you-guilty-5-common-call-center-mistakes-to-avoid/>

<https://www.cdcsoftware.com/call-center-challenges/>

<https://getvoip.com/blog/call-center-problems/>



Top Ten Reasons Why You Hated Your Call Center Experience



6. If they can't memorize that call script, they'll never make it to Broadway.
7. New Loyalty Bonus: If this is the 9th time you're calling about the same issue, 10th one is on the house!
8. Their website recommends that you call the support line. The support line recommends troubleshooting on their website. Make up your minds, people! I'm on my lunch break here!
9. You refer to your call center agent as "Casper" what with all the ghosting they do.
10. Call center agents are like pediatricians. They've got little patients.

Sources:

<https://www.calltrackingmetrics.com/blog/sales-service/lead-management/are-you-guilty-5-common-call-center-mistakes-to-avoid/>

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<https://getvoip.com/blog/call-center-problems/>



Top Ten Reasons Why You Hated Your Call Center Experience



1. I'm sorry, that's not a valid option. To repeat this Top 10 List, press 7
2. Unlike Disney Land, when you get to the front of this queue, ain't no Pirates of the Caribbean!
3. You have to explain your problem over and over again.
3. You have to explain your problem over and over again.
4. 20 minutes into the call you realize your cat has a better handle on the terms of your warranty
5. You were transferred more times than the Greyhound bus to Wilkes Barre



Sources:

<https://www.calltrackingmetrics.com/blog/sales-service/lead-management/are-you-guilty-5-common-call-center-mistakes-to-avoid/>

<https://www.cdcsoftware.com/call-center-challenges/>

<https://getvoip.com/blog/call-center-problems/>



Top Ten (real) Reasons Why You Hated Your Call Center Experience



1. Unhelpful IVR menus/IVR loops
2. Call volume/long hold times
3. Providing redundant information
4. Lack of agent expertise
5. Too many transfers to get to the right agent
6. Lack of personalization/bad agent scripts
7. Multiple calls about the same issue
8. IVR directing customers to their website
9. No agent follow-up
10. Rude Agents

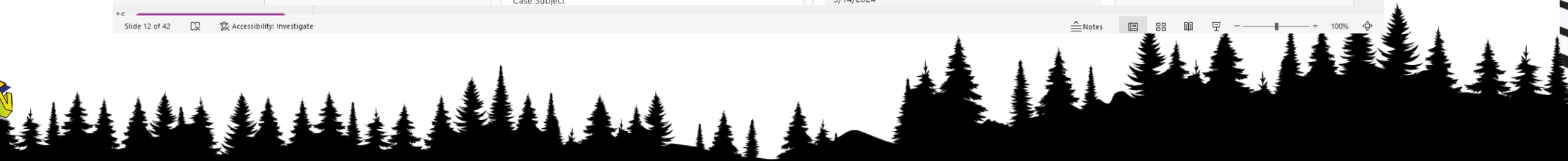


Brief Demo

The screenshot displays the Microsoft Dynamics 365 Customer Service Workspace interface. The top navigation bar includes 'Dynamics 365', 'Customer Service Workspace', a search bar, and a 'SANDBOX' environment indicator. The left sidebar shows 'Inbox views' with categories like 'Cases', 'Cases In my Queues', 'My Emails', 'SMS', and 'Voicemail'. The main content area is split into several panels:

- Case List:** A list of cases with details such as title, case number, customer name, and status. The selected case is 'Help with a return item' (CAS-01029-H0Z0Q8).
- Case Detail View:** Shows the selected case's title, case number, creation date, and assigned owner (Robert Terwilliger).
- SLA Timers:** Displays 'First Response SLA' (Succeeded) and 'Resolve Case By' (09d 15h).
- Description:** Contains the text: 'Requires help with a return item. First item never arrived, then we sent a replacement. Turns out today, the package was stuck in transit and he needs to return the originally order item.'
- Customer Details:** Shows contact information for Langdon Allger, including company (Alger Household), email, mobile phone, and address (60 L Street, NE Apt 618 Washington, DC 20002 USA).
- Recent Cases:** A list of three recent cases with their status (e.g., 'In Progress').

The bottom status bar shows 'Slide 12 of 42' and 'Accessibility: Investigate'.





Part 3 – Azure Communication Services

Configuring Azure Communication Services for
Microsoft Voice Numbers for use with Customer
Service Workspace



What is Azure Communication Services?



- Communication Platform with native integration to Customer Service Workspace
 - Azure Communication Services offers APIs for connecting voice, chat, SMS, call recordings, etc. to Customer Service Workspace
 - Used to purchase or port phone numbers that will sync with 1 or more CSW environments
- Provisions 1st Party channels
 - Voice
 - SMS
 - Chat
 - Emails
- Supports Teams and 3rd Party providers via direct routing/custom apps
- Routes ACS traffic to Customer Service Workspace via Events
 - Webhooks for events are generated by Customer Service Workspace
 - You can use the same web hooks for each environment



Configuring Azure Communication Services



Prerequisites:

- Subscription to ACS
- 1 or more Phone Numbers
- New or existing Azure Resource Group
- New or Existing ACS Resource
 - Copy/paste Resource Name (into Notepad)
 - Copy/paste Resource ID (into Notepad)

Microsoft Azure

Home > PreSalesVoiceResource

PreSalesVoiceResource | Properties

Communication Service

Search

Refresh

Overview

Activity log

Access control (IAM)

Tags

Diagnose and solve problems

Sample applications

Events

Settings

Keys

Identities & User Access Tokens

Push notifications

Identity

Cognitive Services

Properties

Locks

Essentials

Id	/subscriptions/ff182d33-ab99-4132-8a20-61a2f752809d/resourceGroups/DefaultResourceGroup-WUS2/providers/Microsoft.Comm...
Name	PreSalesVoiceResource
Type	microsoft.communication/communicationservices
Location	global
Tags	---
System data	View value as JSON



Configuring Azure Communication Services (Cont'd)



Prerequisites:

- ACS Resource Connection String
 - Go to Keys → Connection String
- Copy/paste the Connection String value (into Notepad)

A screenshot of the Microsoft Azure portal. The top navigation bar is blue with the 'Microsoft Azure' logo and a search bar. Below the navigation bar, the breadcrumb path is 'Home > PreSalesVoiceResource'. The main heading is 'PreSalesVoiceResource | Keys' with a star icon. A left-hand navigation pane lists various settings like Overview, Activity log, Access control (IAM), Tags, Diagnose and solve problems, Sample applications, Events, Settings, Keys (highlighted), Identities & User Access Tokens, Push notifications, Identity, Cognitive Services, Properties, and Locks. The main content area shows the 'Keys' configuration for the 'PreSalesVoiceResource'. It includes a search bar, a warning message about using access keys, and fields for 'Endpoint', 'Primary key', and 'Secondary key'. Each key section has 'Regenerate' and 'Show values' buttons. The 'Primary key' section has a 'Copy primary connection string to clipboard' button. The 'Connection string' field for the primary key is highlighted with a purple box.



Configuring Azure Communication Services (Cont'd)



Prerequisites:

- New or existing App Registration for the ACS Event Grid
 - Select the (Any Microsoft Entra ID tenant – Multitenant) option– No API permissions needed
 - Copy/paste the Application (client) ID (into Notepad)

Microsoft Azure

Home > App registrations >

Register an application

* Name

The user-facing display name for this application (this can be changed later).

ACS-EventGridApp

Supported account types

Who can use this application or access this API?

Accounts in this organizational directory only (Avtex Solutions LLC only - Single tenant)

Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant)

Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)

Personal Microsoft accounts only

Delete Endpoints Preview features

Help me choose...

Register an app you're working on here. Integrate gallery apps and other app

By proceeding, you agree to the Microsoft Platform Policies

Register

Essentials

Display name : ACS-EventGridApp

Application (client) ID : 3cbd2b72-90a0-4a6b-8e28-28fe4d098343

Object ID : c360155a-1bdb-4a54-b961-1c37118ad9b8

Directory (tenant) ID : ad6b4cc6-c578-438a-aac8-94ecb569afd9

Supported account types : Multiple organizations



Configuring Azure Communication Services (Cont'd)



From the Dynamics 365 *Customer Service Admin Center*

- Navigate to Channels → Phone Numbers → Manage
- Click the **Get Started** button

The screenshot shows the Dynamics 365 Customer Service Admin Center interface. The left navigation pane is visible, with 'Channels' selected. The main content area displays the 'Channels' page, which includes sections for Record, Chat, Messaging, and Voice. The 'Phone numbers' section is highlighted with a red box, and the 'Manage' button is also highlighted. A 'Get started' button is visible at the bottom right of the page.

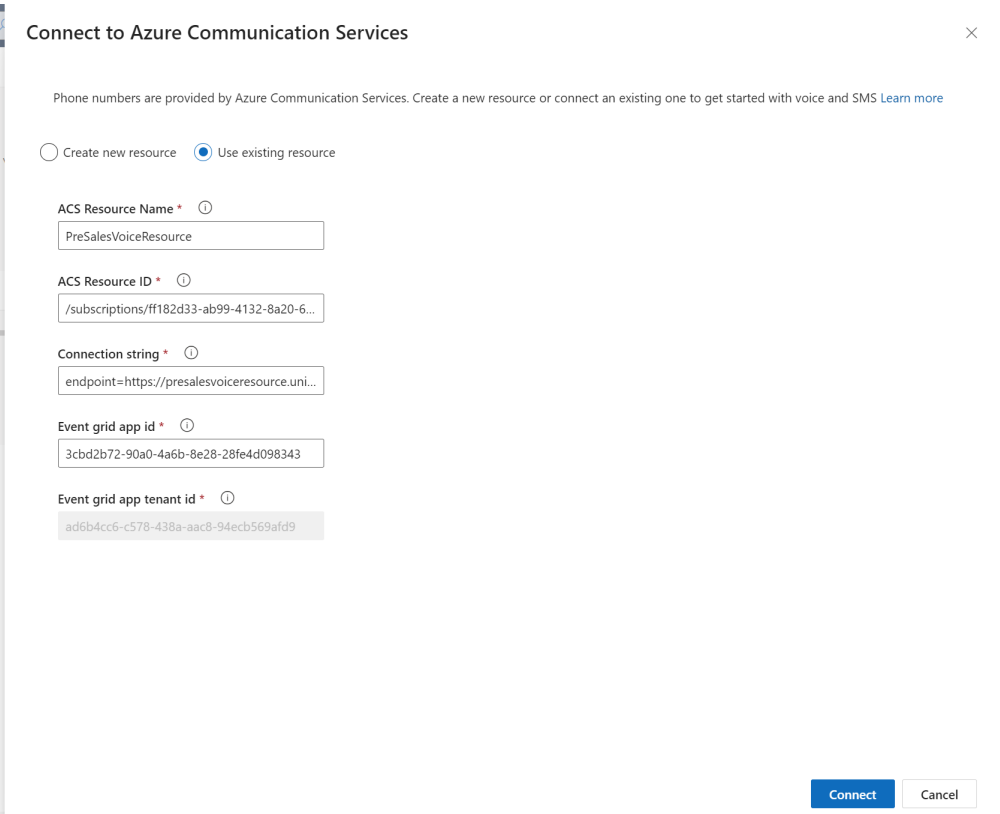
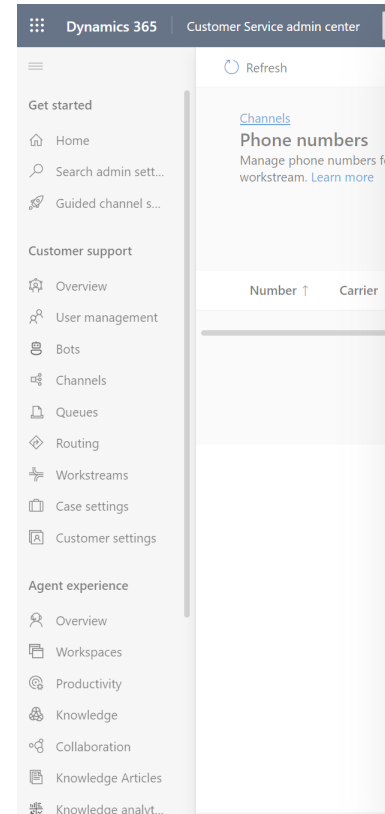
Number ↑	Carrier	Country/Regi...	Type	Calling	SMS	Workstreams	Profile
Connect to Azure Communication Services to manage phone numbers for voice and SMS.							



Configuring ACS Connection in Customer Service Workspace



- Enter the 4 data points you gathered:
 - Resource Name
 - Resource ID
 - Connection String
 - ACS Event Grid App ID
 - Azure Tenant ID
- Click the **Connect** button



Configuring ACS Connection in CSW (Cont'd)



- In the Phone Number channel command bar, click the **Advanced** button
- In the Sync From Azure section, click the **Sync** button
- Close the pane
- Your ACS numbers will appear in the Phone Numbers grid view

Manage Azure Communication Services

Azure Communication Services

Resource running successfully [Open Azure](#)

Resource name PreSalesVoiceResource	Subscription name ff182d33-ab99-4132-8a20-61a2f752809d	Resource group name DefaultResourceGroup-WUS2
---	--	---

Sync from Azure
Sync existing numbers from your Azure Communication Services resources into Omnichannel for Customer Service. [Learn more](#) **Sync**

Bring your own
Bring your own phone numbers

Disconnect from Azure
Disconnect your phone numbers

+ New number Refresh **Advanced**

Channels
Phone numbers
Manage phone numbers for voice and SMS channels. To use the phone number, assign it to a workstream. [Learn more](#)

Number ↑	Carrier	Country/Regi...	Type	Calling	SMS	Workstreams	Profile	Status
+12674993263	Microsoft	United States	Geographic	Make calls; Receive calls				Ready for setup
+12675899032	Microsoft	United States	Geographic	Make calls			Robert Terwilliger	Connected
+12678574207	Microsoft	United States	Geographic	Make calls; Receive calls			Jason Ritchie	Connected
+18332038515	Microsoft	United States	Toll-free	Make calls			TTEC Outbound profile	Connected
+18332692642	Microsoft	United States	Toll-free	Make calls; Receive calls	Send and receive SMS	TTEC Voice Workstream	Langdon Allger	Connected
+18339420149	Microsoft	United States	Toll-free	Make calls; Receive calls	Send and receive SMS	Voice Workstream, TTEC SMS Workstream V2	Jason Ritchie	Connected
+18443330848	Microsoft	United States	Toll-free	Make calls; Receive calls	Send and receive SMS			Ready for setup



What is the ACS Event Grid?



- ACS Events allow you to subscribe to certain platform actions:
 - Incoming calls
 - SMS messages
 - Call recordings and Transcripts (including voicemail)
- The Event Grid monitors ACS platform events for CSW via REST endpoints to connect to Dynamics when those events are triggered.
- Endpoints for each event grid subscription can be found in the Customer Service Admin Center

The screenshot shows the Microsoft Azure portal interface for the 'PreSalesVoiceResource' Communication Service. The main view is 'Event Subscriptions'. It includes a navigation pane on the left with options like Overview, Activity log, Access control (IAM), Tags, Diagnose and solve problems, Sample applications, Events, Settings, Keys, Identities & User Access Tokens, Push notifications, Identity, Cognitive Services, Properties, Locks, Telephony and SMS, Ty Phone Calling, Phone numbers, Regulatory Documents, and Alphanumeric Sender ID.

The 'Event Subscriptions' section shows a graph of event counts over time, with a legend for 'Published Events (Sum), presalesvoiceresource-systemtopic', 'Publish Failed Events (Sum), presalesvoiceresource-systemtopic', 'Delivery Failed Events (Sum), presalesvoiceresource-systemtopic', and 'Dropped Events (Sum), presalesvoiceresource-systemtopic'. Below the graph is a table of event subscriptions:

Name	Endpoint
omnichannel-azurecommunication-sms	Webhook
omnichannel-azurecommunication-recording	Webhook

The right side of the screenshot shows the 'Filters' section for the 'omnichannel-azurecommunication-sms' event subscription. It includes sections for 'EVENT TYPES', 'SUBJECT FILTERS', and 'ADVANCED FILTERS'. The 'SUBJECT FILTERS' section is expanded, showing a list of event types with checkboxes for selection. The '2 selected' dropdown is visible, and the 'SMS Delivery Report Received' checkbox is checked.



Azure Communication Services Config Demo



Microsoft Azure

Home > PreSalesVoiceResource

PreSalesVoiceResource | Events

Communication Service

Search

+ Event Subscription Refresh Give feedback

Overview

- Activity log
- Access control (IAM)
- Tags
- Diagnose and solve problems
- Sample applications
- Events**

Settings

- Keys
- Identities & User Access Tokens
- Push notifications
- Identity
- Cognitive Services
- Properties
- Locks

Telephony and SMS

- Try Phone Calling
- Phone numbers
- Regulatory Documents
- Alphanumeric Sender ID

Event Subscriptions

System Topic : [PreSalesVoiceResource-systemtopic](#)

Show metrics: **General** Errors Latency Dead-Letter

For the last: 1 hour 6 hours 12 hours 1 day 7 days **30 days**

Name	Endpoint	Event Types	Provisioning state
omnichannel-azurecommunication-sms	WebHook	Microsoft.Communication.SMSReceived,Microsoft.Communication.SMSDeliveryReportReceived	Succeeded
omnichannel-azurecommunication-recording	WebHook	Microsoft.Communication.RecordingFileStatusUpdated	Succeeded

Search to find event subscription by name...



Part 4 – Copilot Studio IVR Bot

Anatomy of the IVR Bot



Copilot Studio IVR Bot Features



- Greets the customer
- Identifies the Customer (via Nuance)
- Collects information (using Variables)
- Identifies Intent (Using Topics)
- Triggers Power Automate (and other “plugins”)
- Accepts DTMF as well as Voice
- Escalates/Transfers call to Customer Service Workspace
- Voice recognition options:
 - Bot Questions
 - Human responses

The screenshot shows the Copilot Studio interface for configuring an IVR bot. The main window displays a flowchart with a 'Question' node at the top, which is currently selected. The 'Question' node configuration includes:

- Text: "Please say enter or say your Order..."
- Identify: "User's entire response" (selected)
- Checkboxes: "Accept multi-digit DTMF input" (checked)
- Number of digits (DTMF only): "10"
- Termination key: "#"
- Save user response as: "{x} Var_OrderNumber string"

Below the 'Question' node, the flowchart branches into two paths:

- A 'Condition' node with the logic: "{x} Var_OrderNumber string" is equal to "I Don't Know".
- An 'All other conditions' node.

The 'All other conditions' node leads to a 'Message' node with the text: "Thank you."

On the right side, a sidebar provides configuration options for the selected 'Question' node:

- Voice (preview)**
 - Barge in: "Users can interrupt bot during audio playback" (checked)
 - Allow barge-in (preview): checked
- Silence detection**
 - Choose how your bot responds if it doesn't detect any input from your end user
 - Silence detection timeout: "Use copilot setting (5000 ms)" (selected)
- How many prompts on silence**
 - Repeat up to 2 times
- Reprompt message**
 - Customize reprompt message: unchecked
- Fallback action**
 - Escalate



Copilot Studio IVR Bot Configuration Demo



Test copilot

Topics > Order Status

Details

- All

Voice

2 minutes ago

CO-3000021888

Thank you.

The Status of your order is:

Invoiced

Just now

1 2 3
4 5 6
7 8 9
* 0 #

Only supports single-digit input. [Learn more](#)

Type your message

Save snapshot
Flag an issue
Channel All >
Chat mode Speech & DTMF >
Speech & DTMF
Text
Go to default mode setting

Order Number. Try looking based on Order Date, Phor Address.

Question Speech & DTMF

Please say enter or say your Order Number...

Identify

- User's entire response
- Accept multi-digit DTMF input
- Number of digits (DTMF only) 10
- Termination key #
- Save user response as Var_OrderNumber string

Condition

- Var_OrderNumber string is equal to I Don't Know
- Var_OrderNumber string is equal to ldk

All other conditions

Message Speech & DTMF

Thank you.

Action

Power Automate inputs (1)

- OrderNumber (String) = Var_OrderNumber string
- Customer Order: Power Virtual A... [View flow details](#)

Comments Topic checker Test copilot Save

Edit with Copilot Variables Analytics Details

Question properties

Question behavior
Control how your bot asks this question and identifies the entity.

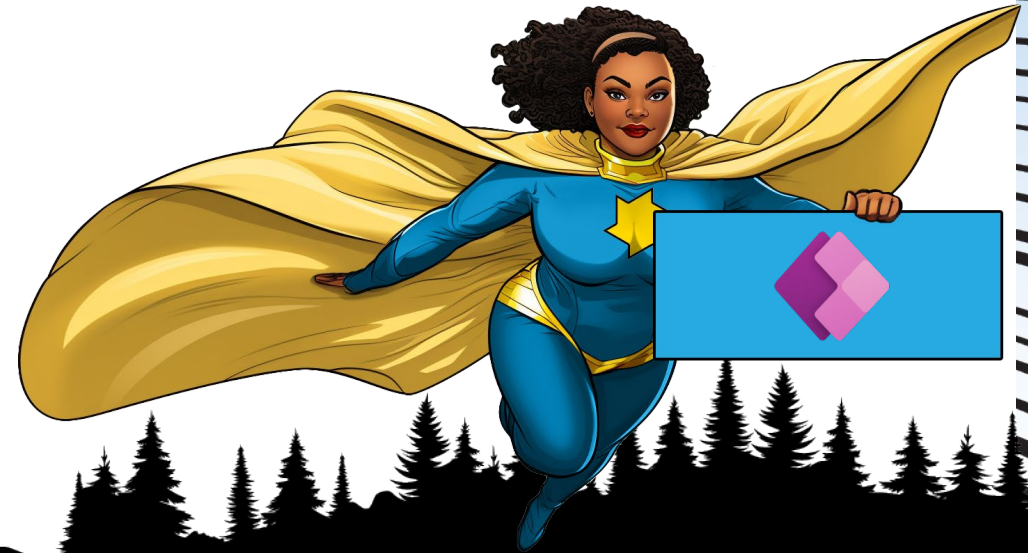
Entity recognition
Additional properties for the entity type being recognized

Voice
Advanced features for voice.



Part 5 – Voice Workstream

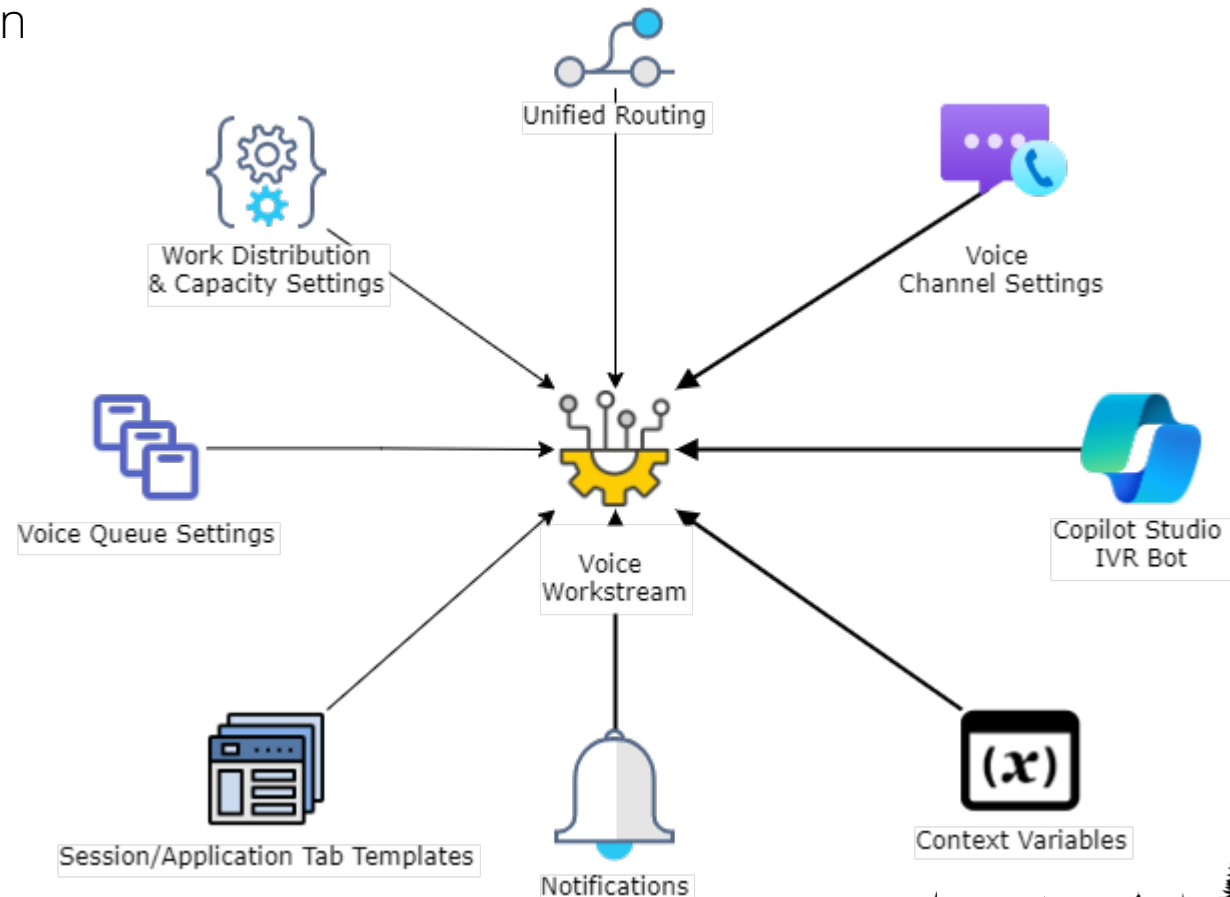
Anatomy of the Voice Workstream



Voice Workstream in CSW



- Workstreams are the glue that holds an Omnichannel's components together
- Channel settings
 - Phone Number
 - Language
 - Bot's voice settings
 - Agent Options
- IVR Bot Connection
- Context Variables
- Routing Logic
- Work Distribution/Capacity Behavior
- Session/Application Tab Template
- Notification Templates



Voice Workstream Configuration Demo



Work distribution

Work distribution mode	Push
Capacity	Profile based Voice Capacity Profile
Block capacity for wrap up	1 Minute
Allowed presences	Available Busy
Default skill matching algorithm	None

Advanced settings

Sessions

Default

TTEC Voice Call Session

Assignment method [Learn more](#)



Highest capacity Read-only

Work is assigned to the person with the most capacity when agents matc

Voice settings

Channel Details Language Behaviors

Language *
English - United States

Phone music
Select music that customers hear on the phone. [Learn more](#)

Hold music
This music will play while a customer is on hold.

Hold music
Pony

Wait music
This music will play while a customer is waiting in a queue.

Wait music
Pony

Voice profile
Choose the voice and speaking style used by voicebots and automated messages during the phone call.

Voice *
Jenny (Neural)

Voice style
hopeful

Speaking speed
26

Pitch
2

Test voice
You can replace this text with any text you wish. You can either write in this text box or paste your own text here.
Try different languages and voices. Change the speed and the pitch of the voice.
Selected voice and speaking style will be used by voicebots and automated messages during the phone call.

Play



Part 6 – Agent Experience: Copilot Assistant

Configuring Copilot Assistant to Assist with Voice
Calls





Copilot Assistant Features

- Help Pane (right-side) (on/off)
 - Ask a Question
 - Email Assistance
- Contextual Summaries
 - When the Agent/Supervisor joins a conversation
 - When a conversation ends
 - Create new Case from summary
 - Copy to clipboard (to update an existing Case)
 - On-demand
- Auto-summarization for conversations
 - When the Agent/Supervisor joins the conversation
 - When the conversation ends
 - When the Agent starts a linked chat in Teams
- Search on knowledge content
 - Knowledge Base Articles
 - Website(s)
- Sentiment Analysis
 - Determines positive and negative sentiment in real-time
 - Used to flag sessions for the Agent's awareness
 - Auto-escalates sessions to Supervisors

The screenshot shows a user interface for a case management system. At the top, there are action buttons: 'Resolve Case', 'Cancel Case', 'Assign', 'Add to Queue', and 'Share'. Below this, a case header displays 'CAS-09813-CSZ1W5' as the Case Number, '4/19/2024' as the Follow Up By date, and '3/13/2024 10:14 AM' as the Created On date. The owner is identified as 'Robert Terwilliger'. A CSAT section shows a rating of three stars. The 'Copilot Summary Section' contains a summary of the customer's issue: 'The customer, Langdon Allger, is experiencing issues with deploying Kubernetes containers between environments. They are encountering an XML node missing error and have already checked trace logs but found no indication of any issues with the container manifest. The customer is seeking assistance in troubleshooting the error. No specific troubleshooting steps or error codes were mentioned. The root cause of the issue was not provided. Additionally, there was another conversation where the customer mentioned a pod stuck in a pending state. Troubleshooting steps were suggested, such as checking Kubernetes logs for errors or warnings, increasing the number of nodes in the cluster, or decreasing the resource requirements of the pod. The "kubectl describe pod" command was recommended for more information about the pod. No specific error codes or root cause were mentioned in this conversation.' Below the summary is a 'Copy' button and a 'Refresh' icon. A disclaimer states: 'AI-generated content may be incorrect. Make sure AI-generated content is accurate and appropriate before using. See terms'. At the bottom, there is a 'Timeline' section with a search bar.

This screenshot shows a 'Conversation summary' pane, summarized 2 minutes ago. It features a 'Troubleshooting steps' section with three bullet points: 'Robert suggests checking the Kubernetes logs for errors or warnings.', 'If no errors are found, increasing the number of nodes in the cluster or decreasing the resource requirements of the pod is recommended.', and 'The customer is advised to use the "kubectl describe pod" command for more information about the pod.' Below this is an 'Outcome' section and a 'Copy' button. A disclaimer at the bottom reads: 'AI-generated content may be incorrect. Make sure AI-generated content is accurate and appropriate before using. See terms'.

This screenshot shows another 'Conversation summary' pane, summarized 0 minutes ago. It contains a summary: 'The customer was able to resolve the issue by following Robert's suggestions.' Below this are sections for 'Error codes' (stating 'None mentioned in the conversation.') and 'Root cause' (stating 'The pod was stuck in a pending state due to reasons such as no available nodes with required resources or waiting for images to be pulled or dependencies to be initialized.'). A 'Create case' button is prominently displayed. A disclaimer at the bottom reads: 'AI-generated content may be incorrect. Make sure AI-generated content is accurate and appropriate before using. See terms'.



Copilot Assistant Configuration Demo



Save Save and close Refresh

The knowledge base is ready and 2 articles are being used. Agents will now get AI-powered responses with Copilot.

Insights > Copilot help pane

Copilot help pane

Set up the Copilot help pane for agents. Agents can use this pane for help with writing emails, and to get AI-generated answers by asking a question or by using AI to identify customer questions during a live conversation. [Learn more](#)

This feature is currently supported in a limited number of languages. See the [full list of supported languages](#). Copilot responses in unsupported languages have not been tested for language accuracy. Make sure AI-generated content is accurate and appropriate before using it. [Read terms](#)

Select features

Write an email - Help pane On

By using Copilot features powered by Azure OpenAI, you agree that data may be stored and/or processed outside of your geographic region, compliance boundary, or national cloud instance. [Learn more](#)

For email: To write an email response [Manage data](#)

Ask a question On

By using Copilot features powered by Azure OpenAI, you agree that data may be stored and/or processed outside of your geographic region, compliance boundary, or national cloud instance. [Learn more](#)

Suggest a response (preview):

Get a suggested response during a customer chat. [See preview terms](#)

Agent access

Agents added to out-of-the-box experience profiles can use Copilot. To change which agents can use Copilot, go to [agent experience profiles](#).

Knowledge sources On

Knowledge base

2 articles in use

Trusted webpages

Include trusted webpages as sources. Not available for Ask a question. [Learn more](#)

Web searches are powered by Bing (preview) [See preview terms](#)

By adding a web address, you're allowing Copilot to use Bing. Your search data can be stored and processed outside of your tenant's geographic region or compliance boundary. Your use of Bing is governed by [Microsoft Services Agreement](#) and the [Microsoft Privacy Statement](#).

X

X

Save Save & Close Refresh Check Access

Sentiment analysis - Saved

Sentiment analysis

General Related

Sentiment analysis

Agents and supervisors can see the customer's satisfaction levels instantly while communicating with the customer.

Monitor real-time customer sentiment Yes

Agent settings

Select a threshold for sentiment alerts. To turn this off, select **Don't show alerts**.

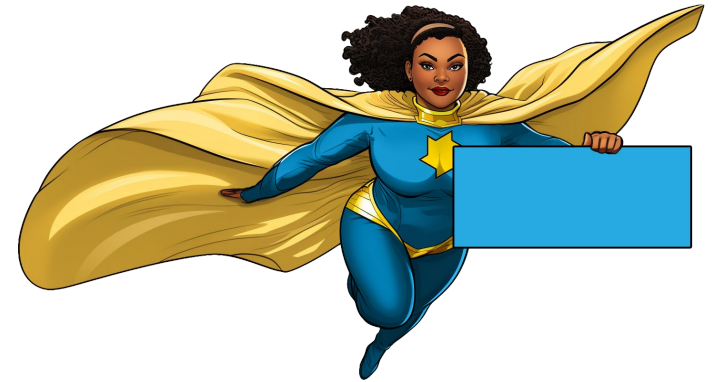
Show alerts when a customer's sentiment decreases to or below

Supervisor settings

Select a threshold for sentiment notifications. To turn this off, select **Don't send notifications**.

Send notifications when a customer's sentiment decreases to or below





Part 7 – Phone Number Porting

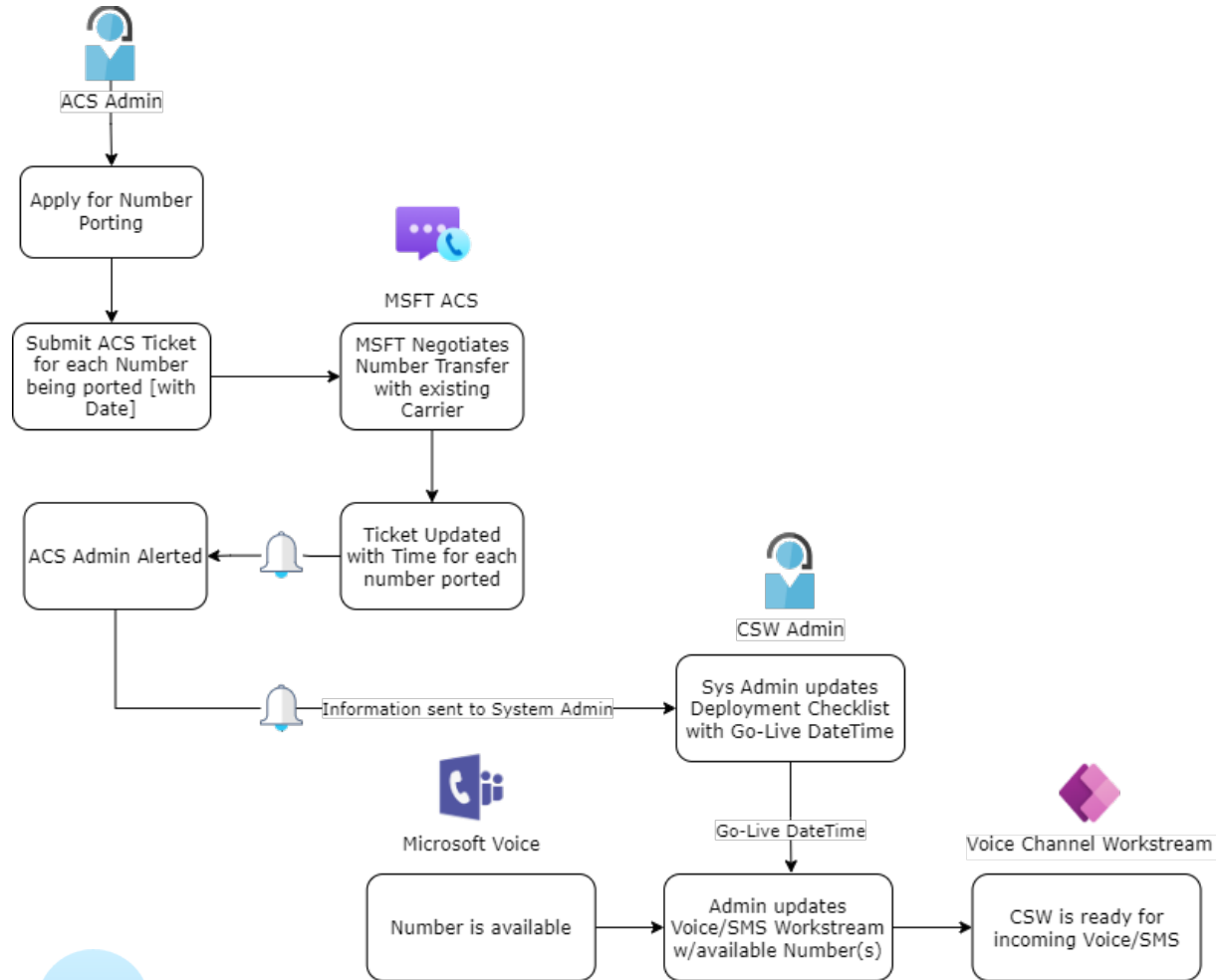
Overview of the process for bringing your existing Customer Service Number(s) to Microsoft Voice in ACS and what to expect for your Go-Live



Port numbers via ACS



- Phone Number must be toll-free
- Process is currently manual
- Form can be filled out in ACS
- Takes at least 2 weeks to process
- Once completed, ACS will contact the Azure Admin with a Go-Live date
 - This date cannot be changed
 - Typically happens on a Friday
 - Cannot be set to weekend or holiday



Setup Ported Phone Number Demo



Dynamics 365 Customer Service admin center

Channels

Voice channels

Channel Name ↑

- Brownells Voice Chan...
- TTEC Digital Voice Cha...

Customer support

- Overview
- User management
- Bots
- Channels
- Queues
- Routing
- Workstreams
- Case settings
- Customer settings

Agent experience

- Overview
- Workspaces
- Productivity
- Knowledge
- Collaboration
- Knowledge Articles
- Knowledge analyt...

Operations

Voice settings

Channel Details Language Behaviors

Name *

TTEC Digital Voice Chan...

Phone number

Available phone numbers

Number ↑	Country/Region	Type
+12674993263	United States	Geographic
<input checked="" type="checkbox"/> +18443330848	United States	Toll-free

[Get phone number](#)

You'll be redirected to the phone number page where you can purchase a new number. After purchasing, return to the workstream to continue the voice setup for the new number.

Workstream

[TTEC Voice Workstream](#)

Agent call quality survey

Ask agents to give qualitative feedback at the end of a customer call [here](#)

Confirm

Cancel



Questions?

