

NODE4

Contact Centre Envisioning Session

Accelerate your move to Dynamics 365 Contact Centre
with clarity, speed and confidence.

CCaaS Envisioning Session

Customer expectations are rising. Legacy systems are holding teams back. And every year, complexity, channels, and cost continue to grow. Organisations know they need to modernise, but deciding how and where to start can feel overwhelming.

That's why we created the Node4 CCaaS Envisioning Session.

It's a focused engagement designed to give you clarity, alignment and a concrete vision for transforming your customer experience using Microsoft Dynamics 365 Contact Center, Teams Voice, Copilot and Azure Communication Services.

Whether you're seeking to consolidate platforms, unlock AI capabilities, improve agent productivity or elevate customer satisfaction, this session gives you the insight to make fast, confident decisions.

Why Start with Envisioning?

Our Envisioning Session solves that problem by:

- Bringing stakeholders together around a unified future-state vision
- Showing you exactly what Microsoft's modern Contact Centre can deliver using real scenarios, not theory
- Highlighting the highest-impact opportunities for your organisation
- Identifying the quickest wins and potential ROI
- Providing clarity before you invest time, money and resources

This makes Envisioning the single most important phase of a successful CCaaS transformation.

Who is it for?



Mid-Market Organisations

Looking to replace legacy contact centre tools and bring CRM, voice, digital channels and AI together into a future-proofed, consolidated customer experience platform.



Public Sector Organisations

Modernising citizen engagement with secure, accessible, responsive services across voice, chat and digital channels with the compliance, governance and UK-sovereign hosting required for regulated environments.

Your Four-Stage Contact Centre Transformation

CCaaS Envisioning

Purpose

Establish vision, map scenarios, and demonstrate what a Microsoft-native Contact Centre can achieve.

What's Included

- Pre-work discovery
- Persona & scenario mapping
- Live demos (omnichannel, Teams voice, Copilot, analytics)
- Capability mapping & vision canvas
- Summary report & next steps

Key Outcomes

- Clear understanding of D365 Contact Center
- Prioritised scenarios & opportunities
- Aligned stakeholders
- Early identification of cost-saving potential

CCaaS Discover

Purpose

Analyse current estate and build a detailed, costed roadmap aligned to Microsoft best practices.

What's Included

- Stakeholder workshops
- Tech estate review (CRM, telephony, digital channels)
- Contact Centre Maturity Assessment
- Optional AI, security, and licensing assessments
- ROI model & transformation plan
- Solution blueprint & licensing plan

Key Outcomes

- Business case & ROI
- Clear roadmap to adoption
- Maturity scoring & gap analysis
- Alignment with funding opportunities

4Start: CCaaS Deploy

Purpose

Deploy a Microsoft-native Contact Centre in 4 months with fully configured core capabilities.

What's Included

- Omnichannel setup (voice, chat, email)
- Teams voice + ACS + SIPLink integration
- Copilot enablement (assist, summarisation, routing)
- Routing, queues, capacity
- Data imports
- Chatbot setup
- Train-the-trainer & adoption toolkit
- Go-live support & hypercare

Key Outcomes

- Live MVP contact centre
- AI-powered agent experience
- Consolidated tech stack
- Ready for scale & optimisation

CCaaS Manage

Purpose

Keep your Contact Centre healthy, compliant and continually improving.

What's Included

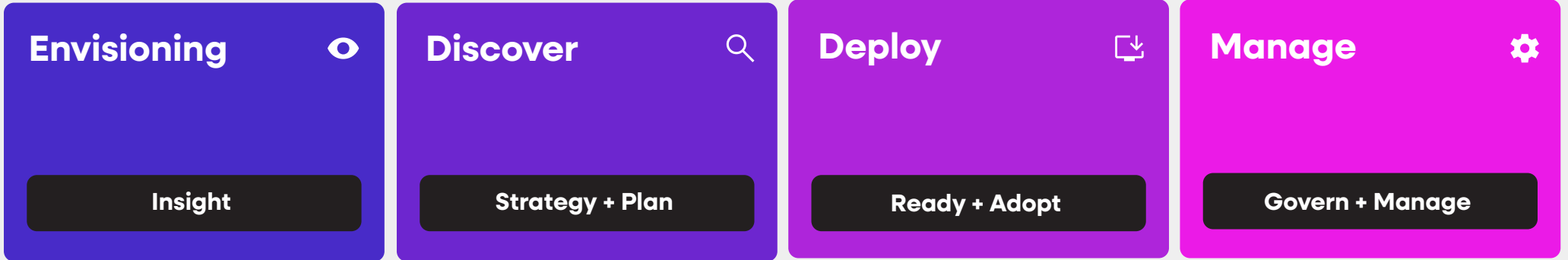
- 24x7 support (Tier 2/3)
- Proactive monitoring (platform + voice)
- Evergreen release management
- Routing/queue optimisation
- KPI dashboards & reporting
- AI/bot tuning

Key Outcomes

- High availability & reliability
- Continuous improvement
- Reduced operational overhead
- Predictable, well-governed service lifecycle

Your Transformation Journey with Node4

A simple, structured pathway that reduces risk and accelerates value. Each accelerator can be taken individually or as a complete journey:



What You Gain?

- Faster time-to-value with a proven Microsoft-aligned framework
- Simplified operations through platform consolidation
- Unified voice + digital + CRM + AI
- Clear business case and transformation roadmap
- Long-term optimisation through a proactive managed service model

Why Node4?

Node4's significant experience in delivering and supporting Contact Centres, our own telecoms and connectivity infrastructure, and our exceptional knowledge of the entire Microsoft portfolio, come together to provide a complete CCaaS offering.

Start your journey with a funded Envisioning Session and get a tailored roadmap for your organisation.