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Dynamics 365 for Sales and Service offers a robust suite of tools to empower your Sales and Customer Services teams to gain insight into the business, track key activities, communicate with your customers, resolve issues, and measure the success of your efforts.

ACE Microtechnology can provide the expertise to help you see the potential of Dynamics 365 for Sales and Service. Our 5-Day Assessment will allow us to understand your business processes and develop a blueprint for implementation.

### **Day 1:**

The first will day will be spent understanding your business, people, teams, processes, and goals from both a Sales and Customer Service perspective. This will provide the necessary information to build a foundation in the Dynamics 365 system.

### **Day 2:**

The second day will be a continuation of the activities from Day 1. We will go through any remaining business areas and processes to make sure we have thoroughly covered all aspects. We will then start going through Dynamics 365 for Sales, area by area, to uncover the potential, understand your use cases, and document the information.

### **Day 3:**

On the third day, we will continue through any of the remaining Dynamics 365 for Sales areas. Afterwards, we will dive into the Dynamics 365 for Service, area by area. This will allow us to understand the details of your Customer Service needs and requirements.

### **Day 4:**

The fourth day will be a continuation of the review of the Dynamics 365 for Service areas to ensure nothing was overlooked. Following this review, we will wrap up with any further Q&A and start the write-up of the “Functional Requirements Document.”

### **Day 5:**

The last day will be spent continuing to write up the Functional Requirement Document. This document will serve as the blueprint for the system configurations. Once the “Functional Requirements Document” is finalized, it will be sent to your team for review.