

Alistar¹

CE

Customer Service is de nieuwe sales

Sponsored by

Lenovo

Allied Telesis
NETWORKSMARTER



Sam Vanderstraeten

Net IT

Dé ideale customer service ervaring bestaat echt!

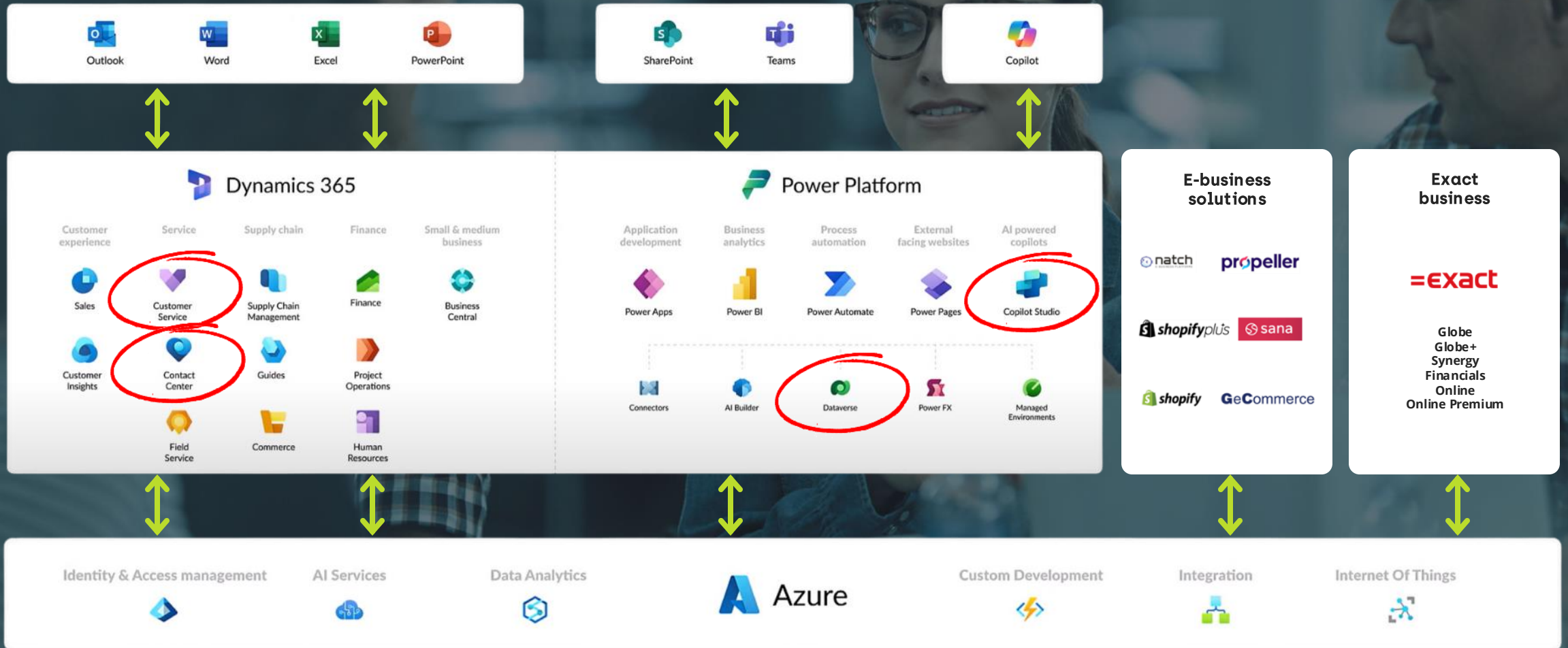
Dankzij Microsoft Dynamics 365 Customer Service & Digital Contact Center

eRide Dynamics

- + Elektrisch fietsen
- + Zonder zorgen!



eRide Dynamics & Microsoft Dynamics



Eva

- + Dit is Eva!
- + Sportief
- + Begaan met duurzame mobiliteit



Eva

- + Eva kocht de eRide Urban
- + Elektrische fiets



Maar...

- + Ook bij eRide Dynamics loopt niet altijd alles op wieltjes...





Kennisbeheer

Microsoft Dynamics Knowledge Base

- eRide Dynamics levert support voor end-users
- Alle kennis in Knowledge Base

The screenshot displays the Microsoft Dynamics Knowledge Base interface. The top navigation bar includes the eRide Dynamics logo, a search bar, and various utility icons. The main content area shows a knowledge article titled "What to Do if Your eRide Dynamics Bike Won't Charge" in a "New Process" state. The article is in English (United States) and has a "Proposed" status. The article content provides troubleshooting steps for a bike that won't charge, starting with "Check the Power Source".

What to Do if Your eRide Dynamics Bike Won't Charge - Saved

Knowledge Article · Knowledge Article for Interactive experience

English - United States Language | Proposed Status Reason

New Process (Active for 6 days) | Author (6 D) | Review | Publish

Content | Summary | Analytics | Related

Designer | HTML | Preview

Angsana New 12 B I U [Rich Text Editor Icons]

If your e-bike does not start charging, don't worry. Here are **three simple steps** you can take yourself before contacting support:

- 1. Check the Power Source**
 - Ensure the charger is properly plugged into a working power outlet.
 - Try a different outlet to rule out any issue with the power supply.
 - Confirm that the charger's indicator light (if available) turns on when plugged in.
- 2. Inspect the Charger and Charging Cable**
 - Examine the charger and cable for visible damage, such as fraying, bent pins, or exposed wires.
 - Make sure the charging connector is clean and free of dust or debris.
 - Try gently reconnecting the charger to both the bike and the outlet, ensuring a firm connection.
- 3. Verify the Battery Connection**
 - Check that the battery is properly seated and securely locked into the frame or mounting system.
 - If the battery is removable, take it out and carefully reinstall it.
 - Look for any error indicators or unusual LED signals on the bike or battery (refer to your user manual for details).

Copilot
Get AI-powered help with solving customer issues.

Ask a question | Write an email

Intent-based suggestions are not available due to a billing issue, please contact your admin.

Hi Net, what do you need?
Describe it and get an answer generated by AI.

The more specific you are, the better responses you'll get from Copilot.

Try using Copilot to translate, rephrase your responses, summarize, and change tone.

AI-generated content can have mistakes. Make sure it's accurate and appropriate. [Read terms](#)

Describe what you need
0 / 2000

Make sure AI-generated content is accurate and appropriate before using. [Read terms](#)

Microsoft Dynamics Knowledge Base

- Volledge authoring & approval flow
- Interne & externe artikels

The screenshot displays the Microsoft Dynamics Knowledge Base interface. The top navigation bar includes the eRide Dynamics logo, a search bar, and various utility icons. The main content area shows the article 'What to Do if Your eRide Dynamics Bike Won't Charge' in the 'Author' stage of the workflow. The workflow progress bar indicates the following stages: New Process (Active for 6 days), Author (6 D), Review, and Publish. The article content includes a list of steps for troubleshooting the bike's charging issue.

What to Do if Your eRide Dynamics Bike Won't Charge - Saved

Knowledge Article · Knowledge Article for Interactive experience

English - United States Language Proposed Status Reason

New Process Active for 6 days Author (6 D) Review Publish

Content Summary Analytics Related

1. Try a different outlet to rule out any issue with the power supply.

2. Inspect the Charger and Charging Cable

3. Verify the Battery Connection

Try using Copilot to translate, rephrase your responses, summarize, and change tone.

AI-generated content can have mistakes. Make sure it's accurate and appropriate. [Read terms](#)

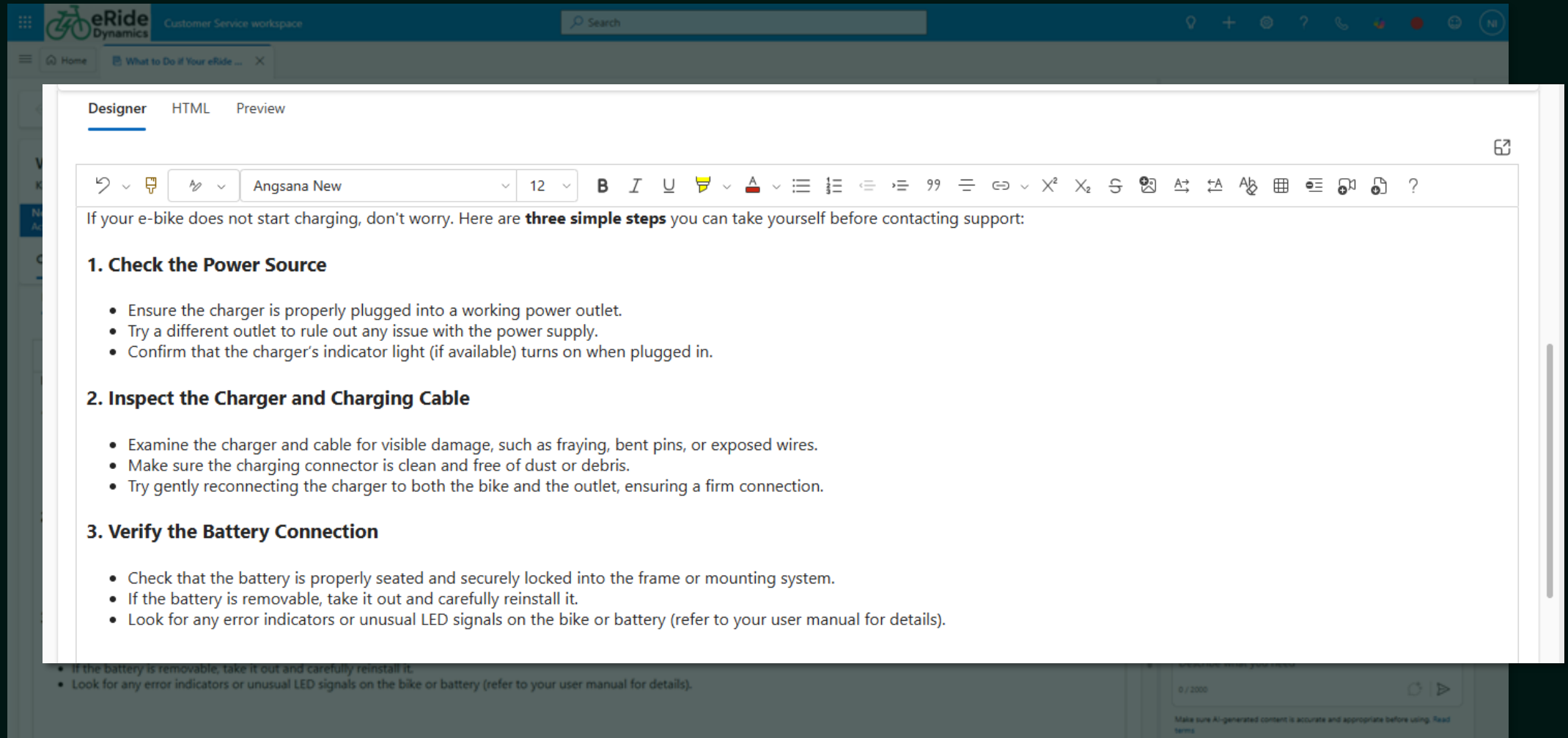
Describe what you need

0 / 2000

Make sure AI-generated content is accurate and appropriate before using. [Read terms](#)

Microsoft Dynamics Knowledge Base

- Ingebouwde editor
- Preview & publish naar webpagina's



The screenshot displays the Microsoft Dynamics Knowledge Base editor interface. The top navigation bar includes the 'eRide Dynamics' logo, 'Customer Service workspace', and a search bar. Below this, a tabbed interface shows 'Designer', 'HTML', and 'Preview' views, with 'Designer' currently selected. The editor toolbar features various formatting options like bold, italic, underline, and text color, along with a font dropdown set to 'Angsana New' and a size dropdown set to '12'. The main content area contains the following text:

If your e-bike does not start charging, don't worry. Here are **three simple steps** you can take yourself before contacting support:

- 1. Check the Power Source**
 - Ensure the charger is properly plugged into a working power outlet.
 - Try a different outlet to rule out any issue with the power supply.
 - Confirm that the charger's indicator light (if available) turns on when plugged in.
- 2. Inspect the Charger and Charging Cable**
 - Examine the charger and cable for visible damage, such as fraying, bent pins, or exposed wires.
 - Make sure the charging connector is clean and free of dust or debris.
 - Try gently reconnecting the charger to both the bike and the outlet, ensuring a firm connection.
- 3. Verify the Battery Connection**
 - Check that the battery is properly seated and securely locked into the frame or mounting system.
 - If the battery is removable, take it out and carefully reinstall it.
 - Look for any error indicators or unusual LED signals on the bike or battery (refer to your user manual for details).

At the bottom of the editor, there is a footer area with a page count '0 / 2000' and a disclaimer: 'Make sure AI-generated content is accurate and appropriate before using. Read terms.'

Microsoft Dynamics Knowledge Base

- Publicatiedatums

The screenshot displays the Microsoft Dynamics Knowledge Base interface. A 'New Process' dialog box is open, showing the following details:

- Language:** English - United States
- Status:** Approved
- Reason:** Reason
- Active for less than one minute**
- Set Product Associations:** Completed
- Set Expiration Date:** A calendar is open, showing the month of June 2026. The date 1 is selected.

The background shows a knowledge article titled 'What to Do if Your eRide Dynamics Bike Won't Charge' with a list of steps:

- 1. Check the Power Source**
 - Ensure the charger is properly plugged into a working power source.
 - Try a different outlet to rule out any issue with the power supply.
 - Confirm that the charger's indicator light (if available) turns on.
- 2. Inspect the Charger and Charging Cable**
 - Examine the charger and cable for visible damage, such as fraying or broken wires.
 - Make sure the charging connector is clean and free of dust or debris.
 - Try gently reconnecting the charger to both the bike and the power source.
- 3. Verify the Battery Connection**
 - Check that the battery is properly seated and securely locked in place.
 - If the battery is removable, take it out and carefully reinstall it.
 - Look for any error indicators or unusual LED signals on the battery.

Microsoft Dynamics Knowledge Base

- Versioning, verschillende talen,...

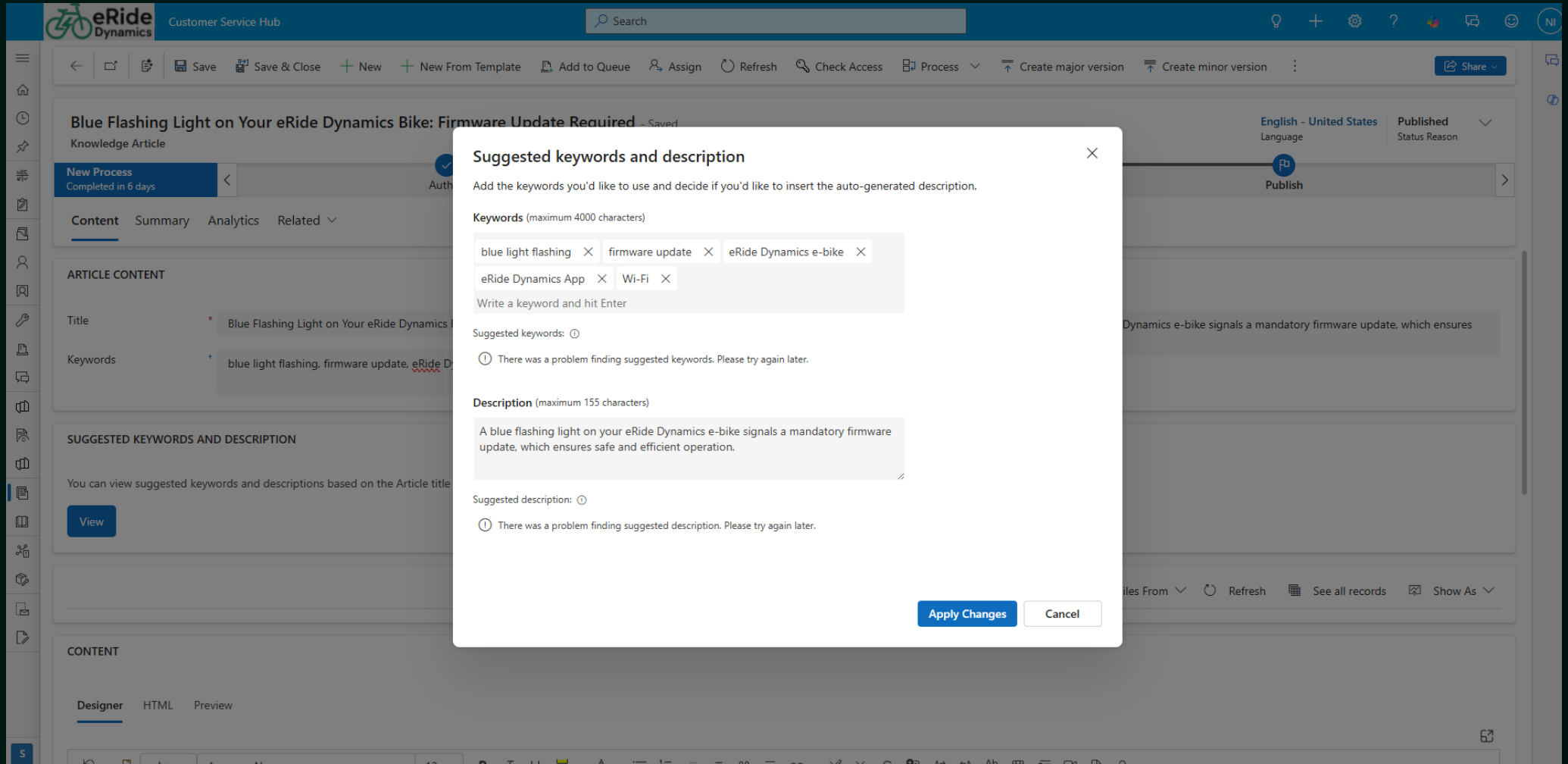
The screenshot displays the Microsoft Dynamics Knowledge Base interface. A modal window titled 'BASIC SETTINGS' is open, showing configuration options for a knowledge article. The background interface includes a top navigation bar with the 'eRide Dynamics' logo and a search bar. The main content area shows a knowledge article titled 'What to Do if Your eRide Dynamics Bike Won't Charge'. The 'BASIC SETTINGS' modal contains the following fields:

Field	Value
Internal	No
Status Reason	Proposed
Owner	Net IT Customer Service
Article Public Number	KA-01004
Primary Author Id	Net IT Customer Service
Language	English - United States
Major Version Number	2
Minor Version Number	1
Created By	Net IT Customer Service (Offline)
Created On	5/05/2025

The background interface also features a 'Copilot' section on the right, providing AI-powered help with solving customer issues. The article content visible in the background includes sections like '1. Check the Power Source' and '2. Inspect the Charger and Charging Cable'.

Microsoft Dynamics Knowledge Base

- AI driven keywords & description suggestie

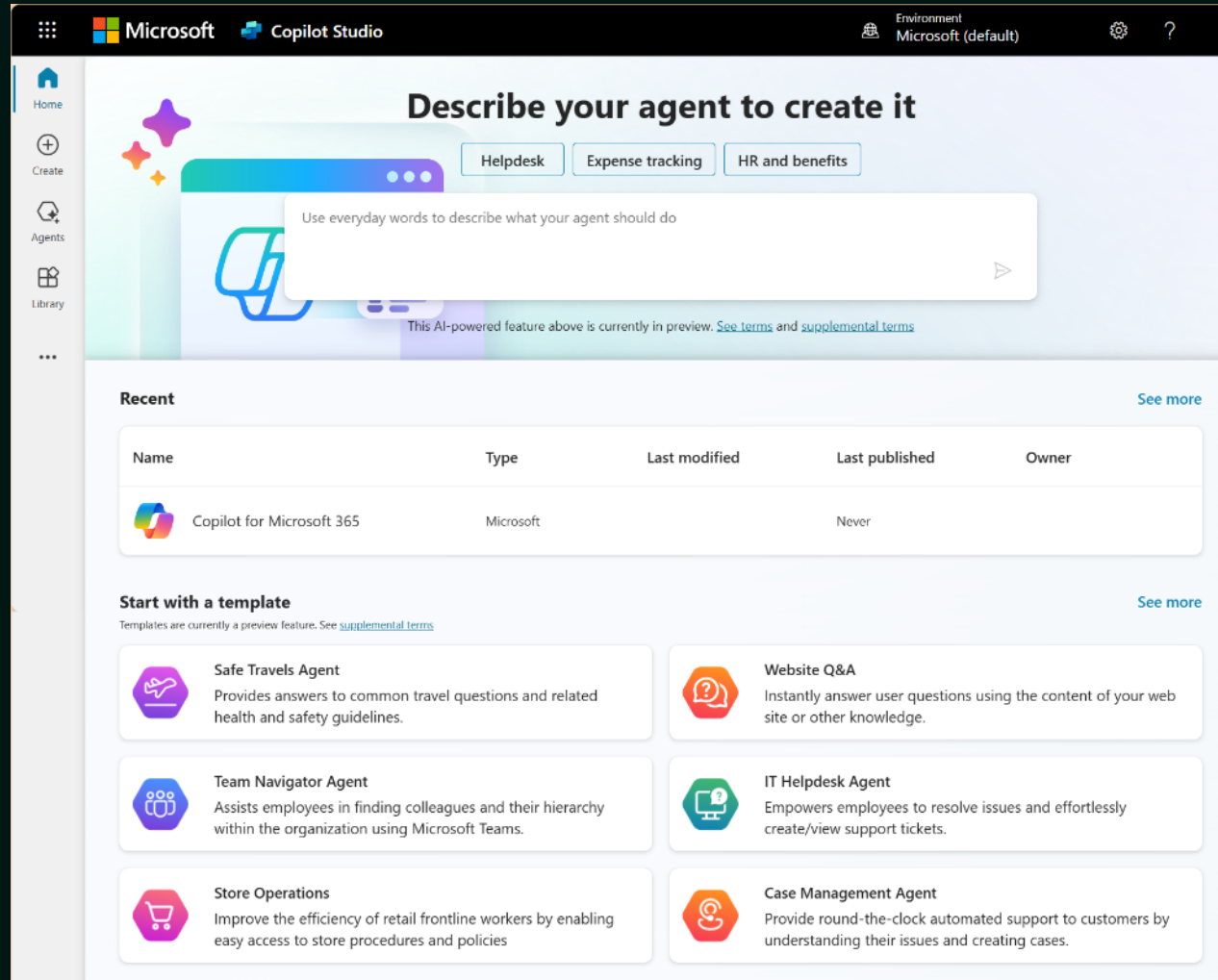


A man with curly brown hair and black-rimmed glasses is shown from the chest up, wearing a light-colored button-down shirt. He is looking intently at a diagram he is drawing on a glass surface, likely a whiteboard or a large window. His right hand is visible, holding a black marker and drawing a circular diagram with concentric circles and radial lines. The background is a bright, modern office space with large windows and a wooden frame. The word "Opzet" is written in bold black text on a green rectangular background at the bottom center of the image.

Opzet

Microsoft Copilot Studio

- Combinatie Knowledge Base & Copilot



Microsoft Copilot Studio

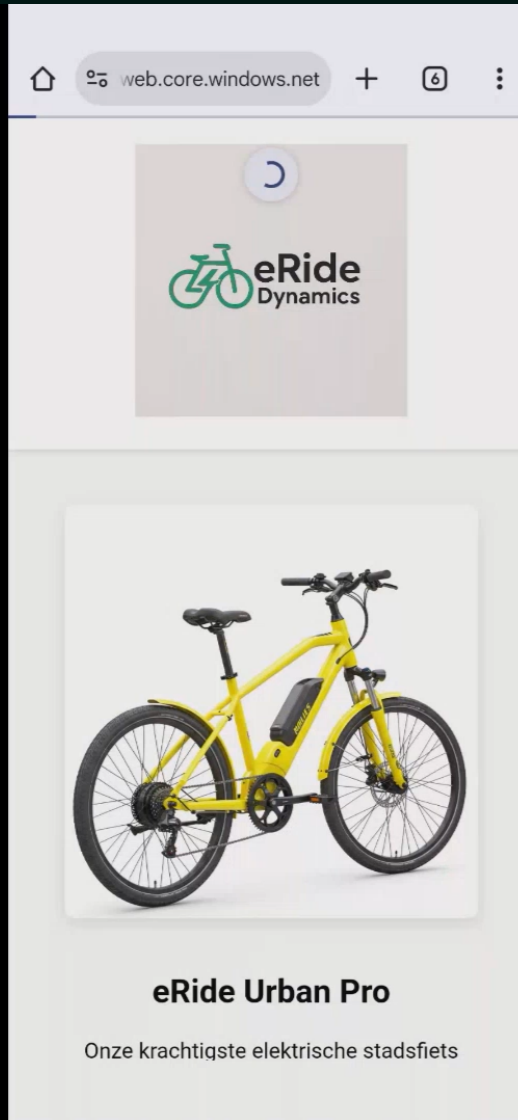
- Combinatie Knowledge Base & Copilot



A close-up, warm-toned photograph of a person with curly hair wearing a thick yellow knit sweater. They are sitting at a wooden desk, using a silver laptop. Their right hand is on the trackpad, and their left hand is holding a dark credit card. A grey mug is on the desk next to the laptop. In the foreground, a vintage-style camera is partially visible. The background shows a window with blurred city lights.

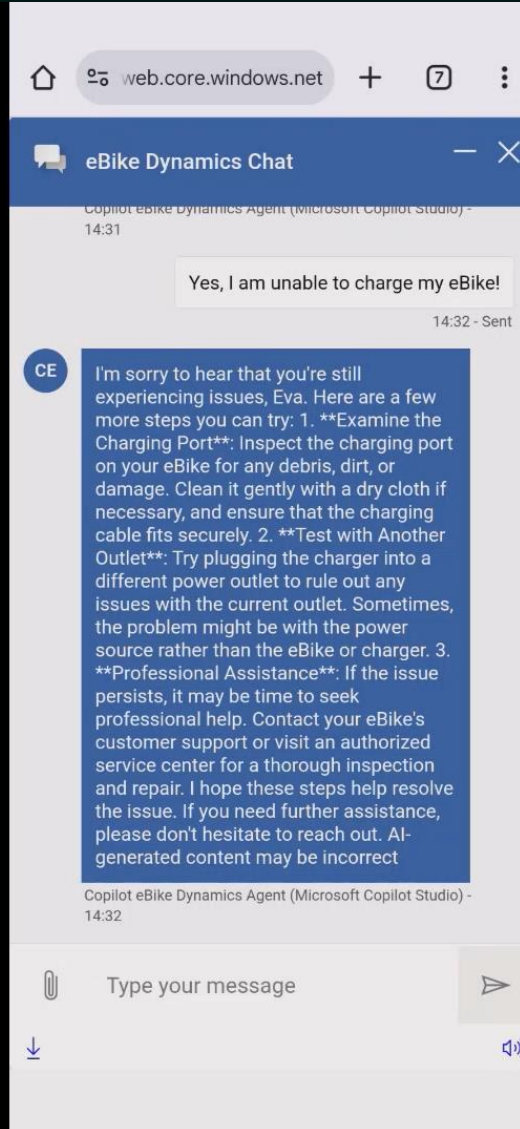
Eva zoekt hulp

Mobiel chatten met AI-assistent



Escalatie naar agent

- AI-interpretatie van de chat



An overhead view of four office workers seated at a long white table. From left to right: a man with a beard and headphones in a white shirt typing on a keyboard; a man in a light blue shirt with a headset gesturing with his hand; a woman in a white blouse with her hand on her head; and a woman in a black blazer with a headset looking at a document. The table is cluttered with papers, keyboards, mice, and notebooks. A small potted plant sits on the table. A bright green banner with white text is at the bottom.

De interne medewerker

De juiste human-agent

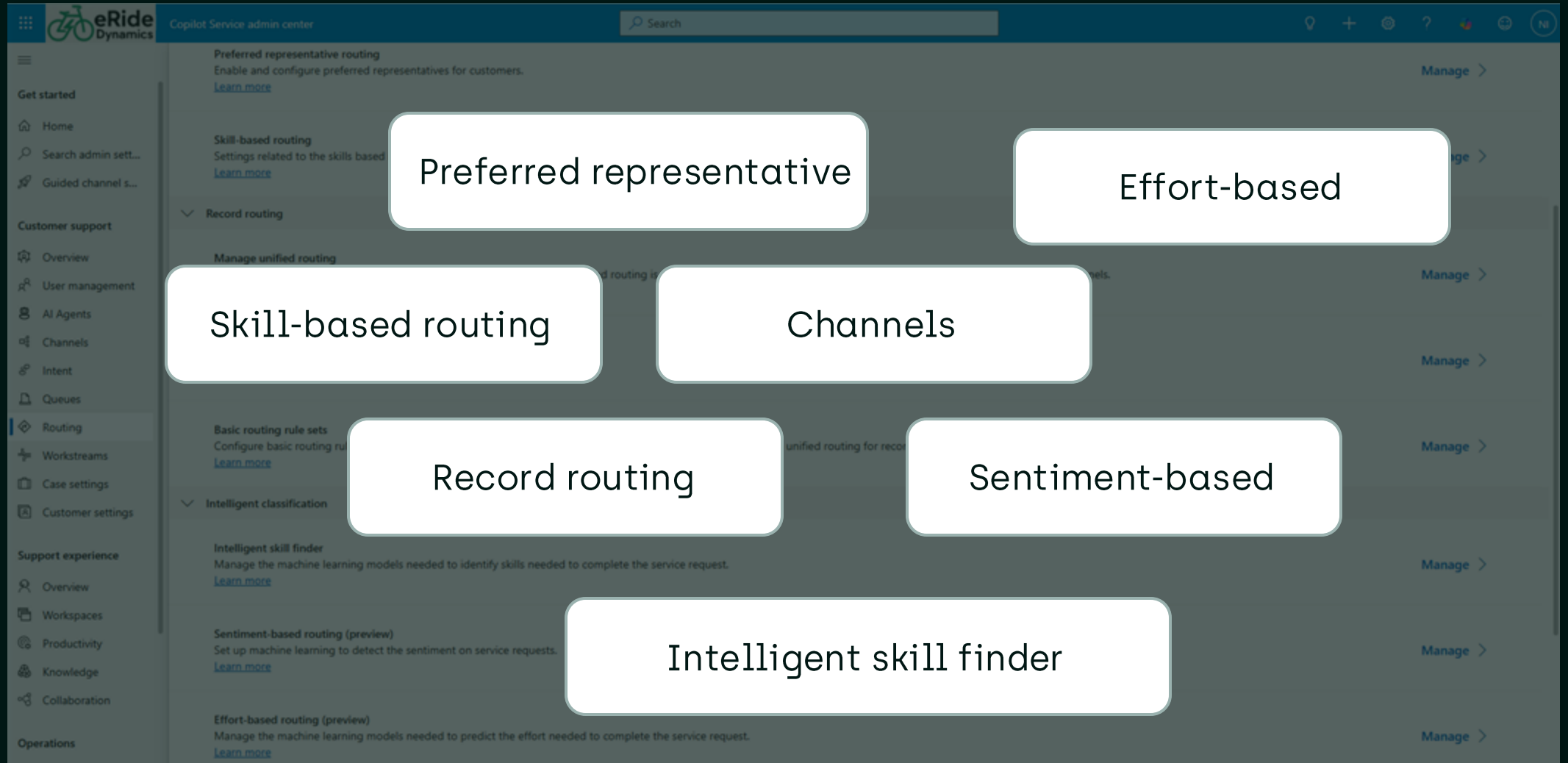
- Unified routing

The screenshot displays the 'Copilot Service admin center' interface for eRide Dynamics. The left sidebar contains a navigation menu with categories: 'Get started' (Home, Search admin sett..., Guided channel s...), 'Customer support' (Overview, User management, AI Agents, Channels, Intent, Queues, Routing, Workstreams, Case settings, Customer settings), 'Support experience' (Overview, Workspaces, Productivity, Knowledge, Collaboration), and 'Operations'. The main content area is titled 'Routing' and lists several configuration options, each with a 'Manage' link and a 'Learn more' link:

- Preferred representative routing**: Enable and configure preferred representatives for customers. [Manage >](#) [Learn more](#)
- Skill-based routing**: Settings related to the skills based routing experience in your organization. [Manage >](#) [Learn more](#)
- Record routing** (expanded section):
 - Manage unified routing**: Automate work distribution across channels, like chat, voice, and cases. Unified routing is automatically enabled for digital messaging, chat, and voice when you provision channels. [Manage >](#) [Learn more](#)
 - Setup record routing**: Determine how record get automatically distributed to representatives. [Manage >](#) [Learn more](#)
 - Basic routing rule sets**: Configure basic routing rules to route cases to queues, teams, or individuals. For advanced routing, please turn on unified routing for records. [Manage >](#) [Learn more](#)
- Intelligent classification** (expanded section):
 - Intelligent skill finder**: Manage the machine learning models needed to identify skills needed to complete the service request. [Manage >](#) [Learn more](#)
 - Sentiment-based routing (preview)**: Set up machine learning to detect the sentiment on service requests. [Manage >](#) [Learn more](#)
 - Effort-based routing (preview)**: Manage the machine learning models needed to predict the effort needed to complete the service request. [Manage >](#) [Learn more](#)


De juiste human-agent

- Unified routing










De juiste human-agent


- Intelligent Skill Finder




Copilot Service admin center


Search







Get started


 Home


 Search admin sett...


 Guided channel s...


Customer support


 Overview


 User management


 AI Agents


 Channels


 Intent

 Queues


 Routing


 Workstreams


 Case settings


 Customer settings


Support experience

 Overview








 Workspaces

 Productivity

 Knowledge

 Collaboration

Operations

 Save  Delete  Refresh  Check Access

Share

Skill finder - Unsaved

Skill finder model

Configuration

Training data

Training history

Draft

Model status

Create and train a machine learning model that uses AI to determine the necessary skills for new work items. [Learn more](#)

Name

Skill finder

Data criteria

Load training data

Attributes (Required)

Add the attributes that you would want to select for the dataset

Live Chat Context

Live Chat Context

Filters

Apply filters to conditionally select relevant records

And

+ Add

Date range

Select the time span for which the records would be fetched

Past one year

Alistar¹

Agent to the rescue

- Escallatie naar chat

The screenshot displays the eRide Dynamics Customer Service workspace interface. The top navigation bar includes the eRide Dynamics logo, a search bar, and various utility icons. The main content area is titled "Omnichannel Agent Dashboard" and is divided into three columns: "My work items", "Open work items", and "Closed work items".

- My work items:** Shows 1 item. The item is titled "I have an issue with my invoice" (19/12/2023 16:03) and is marked as "Active".
- Open work items:** Shows 0 items. A message states "No data available."
- Closed work items:** Shows 2 items.
 - Item 1: "Eva Wauters: Dynamics Day 2025" (8/05/2025 16:07), marked as "Closed".
 - Item 2: "Visitor: Dynamics Day 2025" (8/05/2025 14:55), marked as "Closed".

On the right side of the dashboard, there is a "Copilot" panel. It includes a "Ask a question" button and a "Write an email" button. A message states: "Intent-based suggestions are not available due to a billing issue, please contact your admin." Below this, there is a section titled "Hi Net, what do you need?" with instructions to describe the issue and get an AI-generated answer. A text input field contains the question: "How to escalate a customer's issue to an agent for eBike support?". At the bottom of the Copilot panel, there is a "Describe what you need" section with a character count "0 / 2000" and a "Send" button.

Agent to the rescue

- Real-time translation

The screenshot displays the eRide Dynamics Customer Service workspace. The interface is divided into several sections:

- Communication Panel (Left):** Shows a chat conversation with a customer named Eva Wauters. The chat history includes a message from the customer asking for an agent and a response from the AI agent. A "Conversation summary" is also visible, summarizing the issue with the eBike charging.
- New Conversation (Center):** A section for starting a new conversation, showing the customer's details (Eva Wauters, Address 1: City Markt 1, 9000 Gent, Mobile Phone +32 475 62 90 58, Email eva@gmail.com).
- Case Details (Right):** A section for viewing case details, showing a search issue and a button to "New Case".
- Copilot (Far Right):** A section for AI-powered help, featuring a "Hi Net, what do you need?" prompt and a "Describe what you need" input field.

The interface includes a search bar at the top, a navigation menu on the left, and a chat input area at the bottom. The overall design is clean and professional, with a focus on providing efficient customer service.

Agent to the rescue

- Interne Copilot met koppeling naar Knowledge Base

The screenshot displays the eRide Dynamics Customer Service workspace. The interface is divided into several sections:

- Communication Panel:** Shows a chat conversation with a customer. The messages are in Dutch. The customer's message is: "Ja, er is een blauw lampje aan het knipperen." The agent's response is: "But I still can't charge. Maar ik kan nog steeds niet opladen." The agent's follow-up message is: "Alright, thanks for the info. I'll have a look. Oké, bedankt voor de info. Ik zal eens kijken."
- Conversation summary:** Summarized 2 min ago. The summary states: "The customer reported an issue with charging their eBike. The agent provided troubleshooting steps, including checking the power source, inspecting the charger and cable for damage, and ensuring the battery connection was secure. The customer expressed that they believed there was a different problem and requested to speak with an agent."
- New Conversation:** Shows the contact details for Eva Wauters, including address, mobile phone, and email.
- Case Details:** Shows the search issue and a button to create a new case.
- Copilot:** A sidebar on the right with the heading "Hi Net, what do you need?". It includes instructions on how to use Copilot to get AI-powered help, such as asking questions, writing emails, and using Copilot to translate, rephrase, summarize, and change tone.

Agent to the rescue

- Copilot, man-in-the-middle, Eva

The screenshot displays the eRide Dynamics Customer Service workspace. The interface is divided into three main sections:

- Communication Panel (Left):** Shows a chat conversation with a customer named Eva Wauters. The chat history includes messages in Dutch and English, with a translation note: "We're translating to English in real-time." The customer's messages are: "Ja, er is een blauw lampje aan het knipperen.", "But I still can't charge.", and "Maar ik kan nog steeds niet opladen." The agent's response is: "Alright, thanks for the info. I'll have a look." and "Oké, bedankt voor de info. Ik zal eens kijken." A conversation summary is also visible, stating: "The customer reported an issue with charging their eBike. The agent provided troubleshooting steps, including checking the power source, inspecting the charger and cable for damage, and ensuring the battery connection was secure. The customer expressed that they believed there was a different problem and requested to speak with an agent." There are buttons for "Copy" and "Translate" and a note: "AI-generated content may be incorrect. Make sure AI-generated content is accurate and appropriate before using. See terms."
- Knowledge Base (Center):** Displays an article titled "Blue Flashing Light on Your eRide Dynamics Bike: Firmware Update Required". The article is dated 8/05/2025 and includes the following steps:
 - Step 1: Connect the Bike to Wi-Fi via the eRide Dynamics App**
 - Open the **eRide Dynamics App** on your smartphone or tablet.
 - Make sure your device is connected to a stable Wi-Fi network.
 - Follow the in-app instructions to **connect your bike** to the same Wi-Fi network.
 - Step 2: Start the Firmware Update**
 - Once the bike is connected to Wi-Fi, the app will automatically detect the available firmware update.
 - You will receive a prompt to begin the update.
 - Simply **confirm and start** the update process.
 - Step 3: Complete the Update**
 - Stay close to your bike and keep the app open during the update.
 - The bike's blue flashing light will turn **solid blue** or **turn off** once the update is successfully completed.
 - After updating, restart the bike if prompted by the app.An "Important" note at the bottom states: "Do not disconnect the bike from Wi-Fi and close the app during the update process." There is a feedback prompt: "Was this article helpful?" with thumbs up and down icons.
- Copilot (Right):** A sidebar with the heading "Copilot" and the subtext "Get AI-powered help with solving customer issues." It includes options to "Ask a question" or "Write an email". A message states: "Intent-based suggestions are not available due to a billing issue, please contact your admin." There is a "Clear chat" button. Below this, a knowledge base entry is shown: "1 Blue Flashing Light on Your eRide Dynamics Bike: Firmware Update Required". It includes a "Knowledge Base" section with the text: "that a mandatory firmware update is required". There are buttons for "Edit" and "Translate", and a note: "AI-generated content may be incorrect". A "Check sources" link is also present. At the bottom, there is a text input field with the placeholder "Describe what you need" and a character count "0 / 2000". A footer note reads: "Make sure AI-generated content is accurate and appropriate before using. Read terms."

Automatische case creation

- AI Summary

The screenshot displays the eRide Dynamics Customer Service workspace interface. The top navigation bar includes the eRide Dynamics logo, a search bar, and various utility icons. The main workspace is divided into several panels:

- Communication Panel (Left):** Shows a chat conversation with 'Eva Wauters'. The chat history includes a message about a firmware update and a response from the agent. A 'End chat' button is visible.
- New Conversation (Top Center):** A section for starting a new conversation, with tabs for 'Details' and 'Appointments'.
- Search customer (Center):** A search bar with 'Eva Wauters' entered. Below it, a card displays the customer's contact information: Address 1: City (Markt 1, 9000 Gent), Mobile Phone (+32 475 62 90 58), and Email (eva@gmail.com).
- Case Details (Right Center):** A section for managing cases, with a search bar and a '+ New Case' button. A message states 'Source record not selected'.
- Recent cases (Bottom Right):** A list of recent cases, with a 'Select all' button.
- Copilot (Far Right):** A sidebar with AI-powered help. It includes a 'Ask a question' button and a chat window. The chat window shows a question about a blinking blue light and a response from the AI, suggesting a mandatory firmware update.

The interface is designed to streamline the process of creating and managing customer cases, leveraging AI for suggestions and summaries.

Toch even bellen?

- Realtime transcription, nummer herkenning & smart assist!

The screenshot displays the eRide Dynamics Customer Service workspace interface. The browser address bar shows the URL: `org95b391ca.crm4.dynamics.com/main.aspx?appid=cf622cac-2c88-ec11-93b0-6045bd9220d4`. The page header includes the eRide Dynamics logo, a search bar, and various utility icons. The main content area is titled "Omnichannel Agent Dashboard" and is divided into three columns: "My work items", "Open work items", and "Closed work items".

My work items: Shows 1 item. The item is titled "I have an issue with my invoice" and was modified on 19/12/2023 at 16:03. It is currently in an "Active" state.

Open work items: Shows 0 items. A message indicates "No data available."

Closed work items: Shows 2 items. Both items are titled "Eva Wauters: Voice Call" and were modified on 12/05/2025. The first item was modified at 13:41 and the second at 13:36. Both items are in a "Closed" state.

Toch even bellen?

- Summary van gesprek

The screenshot displays the eRide Dynamics Customer Service workspace. The interface is divided into several sections:

- Header:** eRide Dynamics logo, "Customer Service workspace", and a search bar.
- Communication Panel:** Shows the customer's name "Eva Wauters", status "Neutral", and time "09:29". It includes buttons for "Summariz...", "Take notes", "Mark spam", and "Link to Co...".
- Hide Transcript:** A button to toggle the transcript visibility.
- Transcript:** A section showing the conversation history. It starts with "1:41 PM Recording and transcription started." and includes three messages from the customer: "Hello, this is Eva speaking.", "You recommend me to execute the firmware update of my bike? I'm currently.", and "Can you please explain me how to update the firmware of my bike?". It ends with "1:42 PM Customer has ended the conversation."
- Conversation summary:** A section titled "Conversation summary" with a "Summarized 9 min ago" timestamp. It contains a summary of the conversation: "The customer, Eva, inquired about whether to execute a firmware update for their bike and requested an explanation on how to perform the update." Below the summary are buttons for "Create case", "Translate", and a thumbs up/down icon. A disclaimer at the bottom states: "AI-generated content may be incorrect. Make sure AI-generated content is accurate and appropriate before using. [See terms](#)".
- New Conversation:** A section with tabs for "Conversation" and "Active Conversation". It includes a "Details" tab and a "Copy URL" button.
- Search customer:** A search bar with the customer's name "Eva Wauters" entered.
- Contact Details:** A section showing the contact's information: "Eva Wauters", "Address 1: City: Markt 1, 9000 Gent", "Mobile Phone: +32 475 62 90 58", and "Email: eva@gmail.com".
- Case Details:** A section with a "Search issue" bar and a message "Source record not selected". It includes a "+ New Case" button.
- Recent cases:** A section showing a list of recent cases. The first case is "Cannot charge eBike - blue flashing light" with ID "CAS-01095-C0T9K3" and a "High" priority.
- Smart assist:** A section with "Knowledge article suggestions" and "Similar case suggestions". It lists three articles: "Blue Flashing Light on Your eRide Dynamics Bike: Firmware Update Required", "How to Connect the eRide Dynamics App to Your Bike", and "What to Do if Your eRide Dynamics Bike Won't Charge". Each article includes a confidence score and relevance indicators.

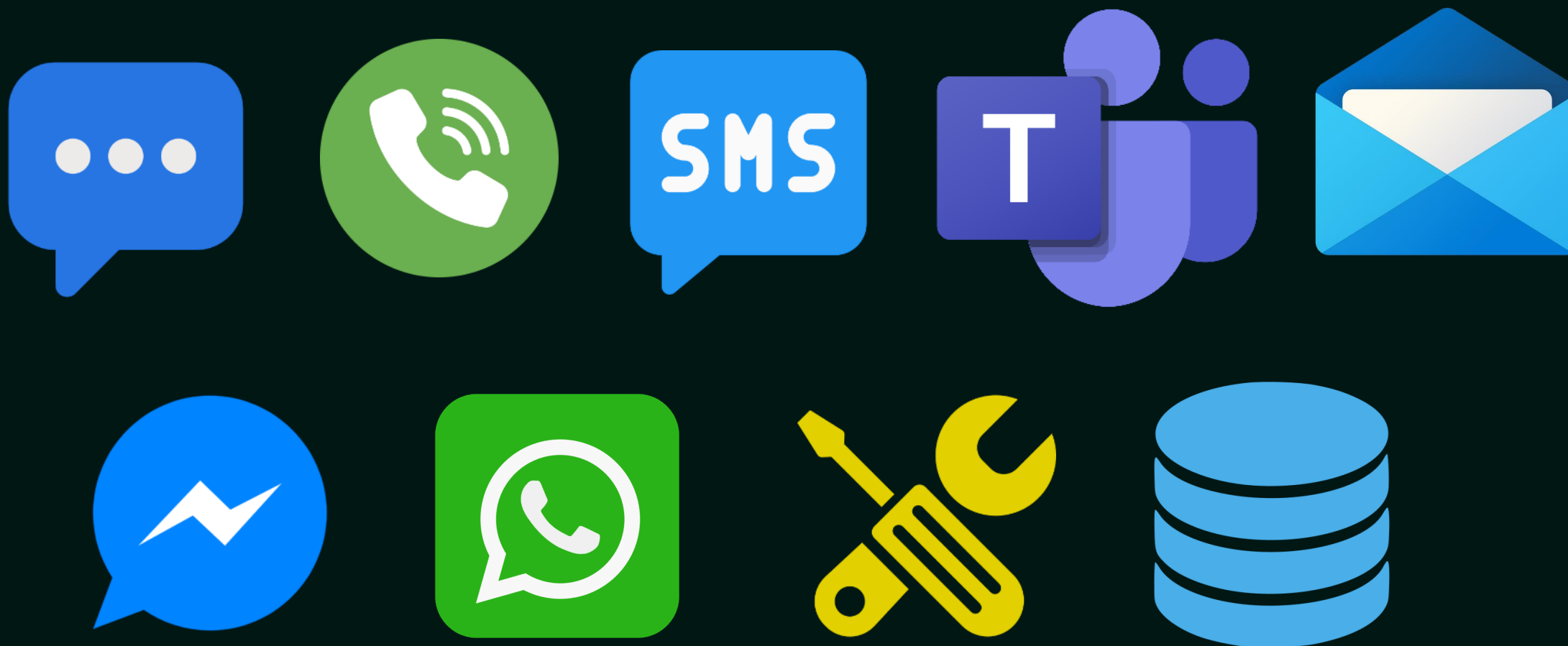
Bevestigen per email

- AI Email draft

The screenshot displays the eRide Dynamics Customer Service workspace. The interface is divided into several sections:

- Header:** Includes the eRide Dynamics logo, a search bar, and navigation icons.
- Communication Panel (Left):** Shows a conversation with 'Eva Wauters' (Customer). The status is 'Neutral' and the time is '01:21:02'. It includes options for 'Summariz...', 'Take notes', 'Mark spam', and 'Link to Co...'. A 'Hide Transcript' button is also present.
- Case Details (Center):**
 - Title:** 'Cannot charge eBike - blue flashing light' - Saved
 - Case Number:** CAS-01095-C0T9K3
 - Web Origin:** 8/05/2025 16:31
 - Created On:** 8/05/2025 16:31
 - Owner:** Net IT Customer Service
- Summary:** Includes tabs for 'Summary', 'Details', 'Attachments', and 'Related'.
- Due and Overdue Activities:** Shows 'No activities due today'.
- Case Information:**
 - Case Title:** Cannot charge eBike - blue flashing ...
 - Customer:** Eva Wauters
 - Subject:** Maintenance
 - Priority:** High
 - Case Status:** In Progress
 - Product:** ---
 - Description:** The customer reported an issue with charging their eBike. The assistant provided troubleshooting steps, including checking the power source, inspecting the charger and cable, and ensuring the battery connection. The customer then requested to speak
- Case summary (Right):** Includes a 'Timeline' section with a search bar and a 'Highlights' section listing key points from the conversation.
- Conversation summary (Bottom Left):** Summarized 81 min ago. It states: 'The customer, Eva, inquired about whether to execute a firmware update for their bike and requested an explanation on how to perform the update.' It includes a 'Create case' button and a 'Translate' dropdown.

Omnichannel!



Kennisartikel maken via AI

- Automatische generatie

The screenshot displays the eRide Dynamics Customer Service workspace. The browser address bar shows the URL: `org95b391ca.crm4.dynamics.com/main.aspx?appid=cf622cac-2c88-ec11-93b0-6045bd9220d4`. The page header includes the eRide Dynamics logo and a search bar. The main content area shows a case titled "Cannot charge eBike - blue flashing light" with a status of "Saved". The case details include the Case Number "CAS-01095-C0T9K3", Web Origin, and Created On date "8/05/2025 16:31". The case is assigned to "Net IT Customer Service" and owned by "Owner".

The left sidebar contains a "Due and Overdue Activities" section with a table showing "Activities" and "No activities due today". Below this is a "Case summary" section with a "Timeline" and "Highlights" section. The "Highlights" section lists the following points:

- The customer reported an issue with charging their eBike and received troubleshooting steps, including checking the power source and inspecting the charger and cable.
- The customer confirmed a blinking blue light on the eBike, which indicated a required firmware update.
- Detailed instructions were provided to connect the bike to Wi-Fi via the eRide Dynamics app to complete the firmware update, which the customer agreed to perform.

The "Description" field on the left contains the following text:

The customer reported an issue with charging their eBike. The assistant provided troubleshooting steps, including checking the power source, inspecting the charger and cable, and ensuring the battery connection. The customer then requested to speak with an agent, who inquired about a blinking light on the eBike. The customer confirmed a blue light was blinking but still could not charge the bike. The agent explained

A close-up photograph of a business meeting. In the foreground, a person's hands are visible; one hand holds a black pen, pointing it at a pie chart on a document. The other hand rests on the document. The document contains several charts, including pie charts and bar graphs, with blue and orange colors. In the background, other people are partially visible, but they are out of focus. The overall scene suggests a collaborative work environment focused on data analysis.

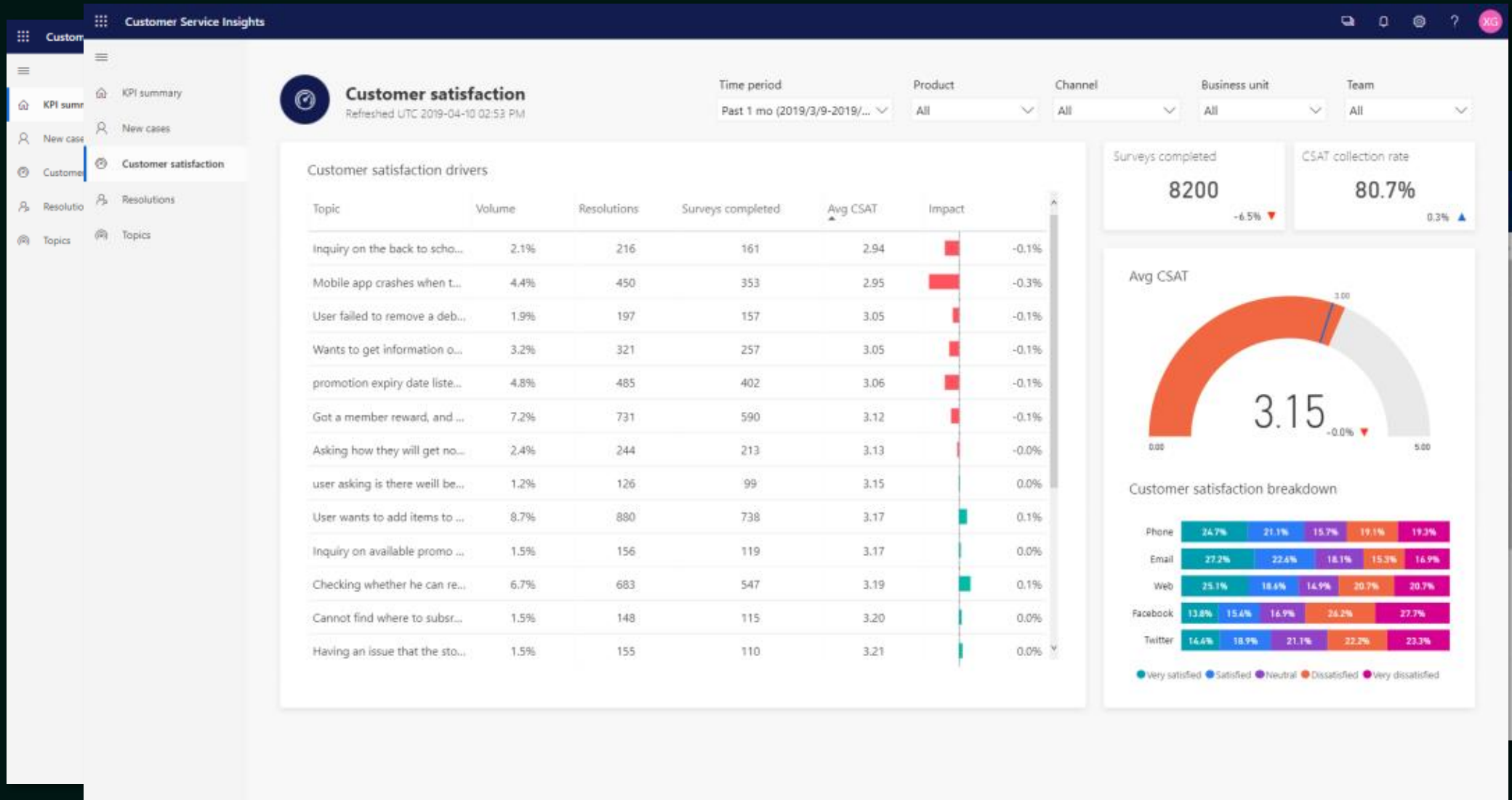
Rapportage & Insights

Out-of-the-box rapportage

- + Typische rapportage conversations / cases
- + Topics, thema's, kanalen
- + Doorlooptijden, oplossingstijden
- + Realtime monitoring
- + Per team / agent
- + Kanalen
- + Belasting
- + Performantie per agent / team / ...

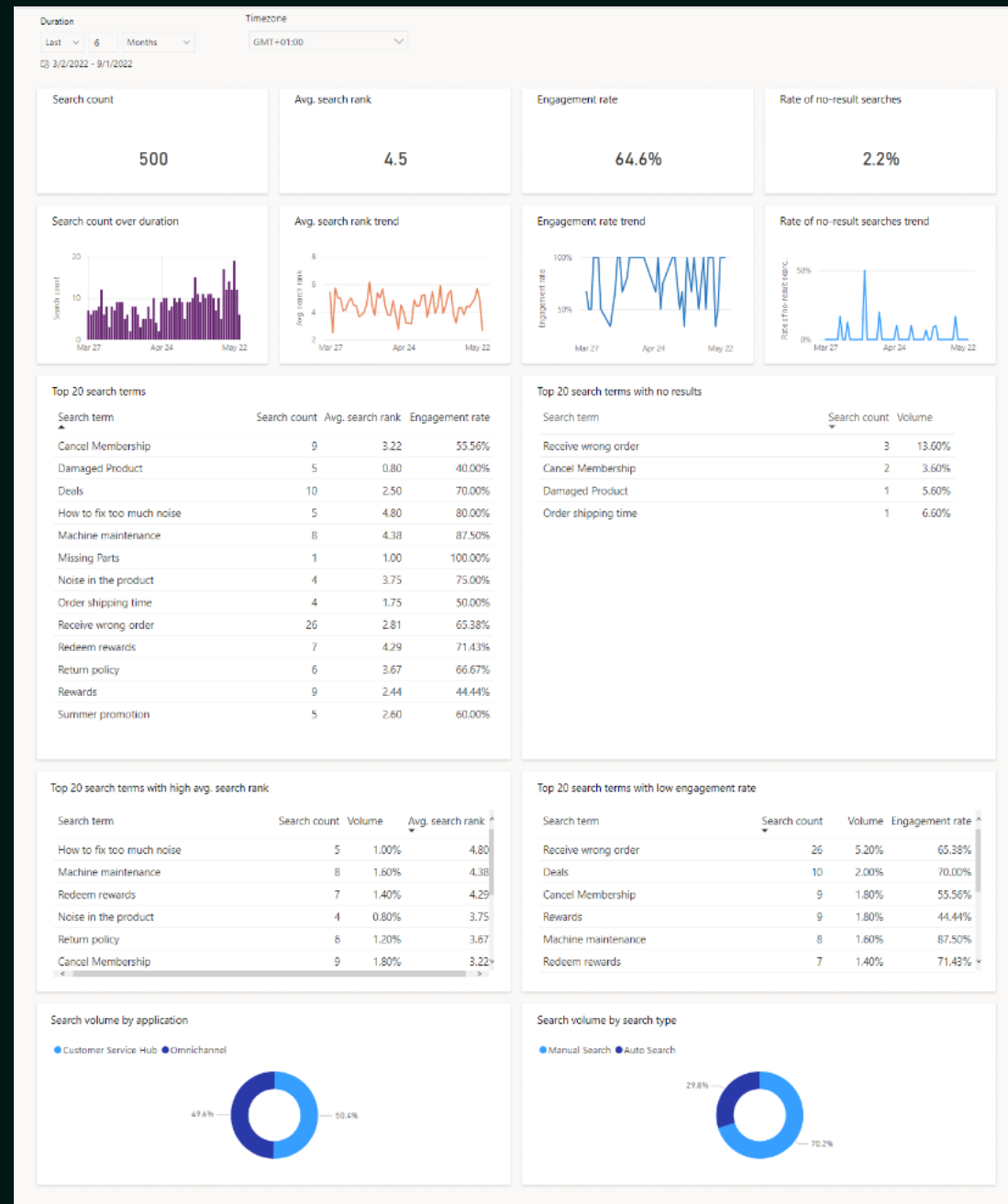
Insights

- AI analytics: KPI's, clustering, tevredenheid



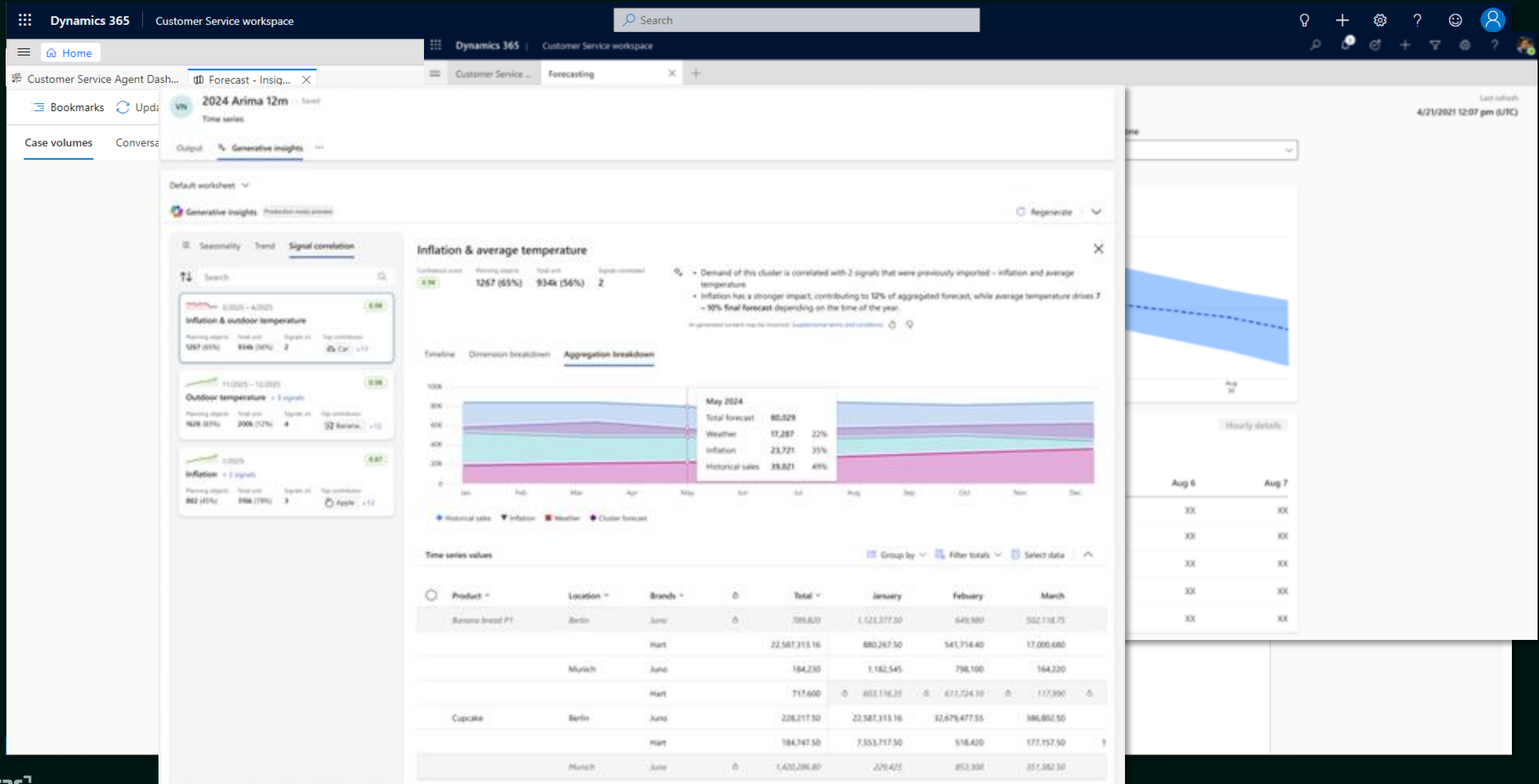
Insights

- Gebruik kennisartikels



Forecasting

- Intake & resolving, load per team/agent, per channel





Oh, en intussen...

Happy Eva!

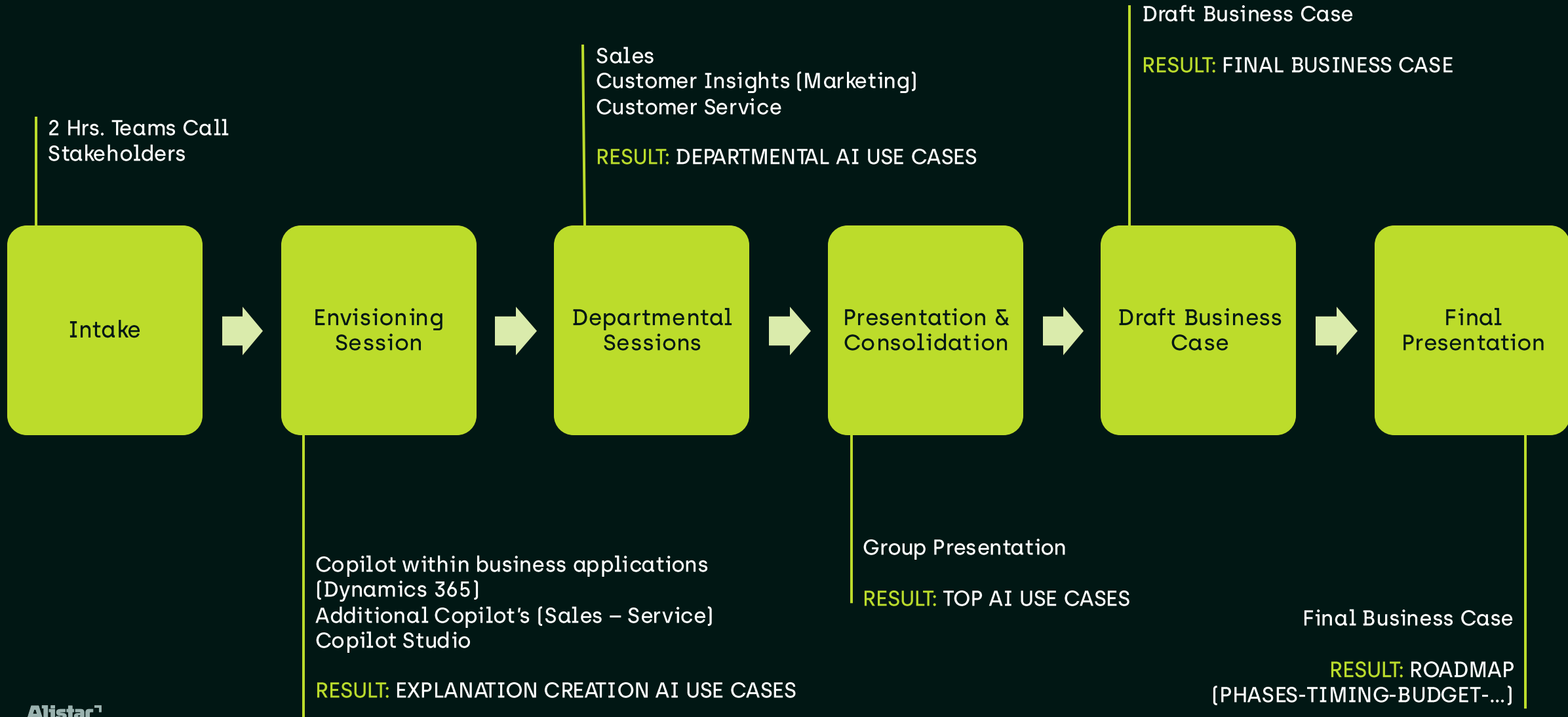


ALISTAR INTELLIGENCE

Unlocking value with Copilot

"Your AI-Powered
Discovery Journey"

What is it?



Commercial offering

Offer

- **€5.000,00**
- fixed-price engagement
- exclusive of VAT, including travel costs

Deliverables include

- Identified and prioritized AI use cases
- Recommended solutions and approaches
- Suggested phasing and timing
- Estimated total cost of implementation

Commercial offering

- + Ready to explore AI?
- + Scan to get started!





Bedankt

**Dynamics
Day by Alistar¹**

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Lenovo

Allied Telesis
NETWORK SMARTER

11u00 – 11u30

Floorplan & info: www.alistar.net/dday

- M. Farady Customer on Stage: Business Central voor productie bij Gluecom
- L. Pasteur Service is de nieuwe sales in een 360° customer-service aanpak
- Auditorium Altijd en overal inzicht in je data met Analytics4Dynamics
- A. Nobel Energiek met FuelVision365

11u30 – 12u00

- A. Nobel Blijf uw concurrent een stap voor met Business Central voor productie
- M. Farady Optimaliseer je voorraadbeheer met Business Central
- L. Pasteur Dynamics 365 CE voor Sales en Marketing (Case DSM Keukens)
- Auditorium Microsoft 365 Copilot AI

11u30 – 12u00

- Network lunch