

TravelOperations Engage

List of Features

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1. Microsoft Dynamics 365 Sales standard features

Digitize your business

- An integrated platform that ensures your access to all the relevant data and activities within a few clicks to stay productive and focused.
- Smart AI-powered workspace with prioritization of your tasks based on sales activity predictions and use of conversation intelligence to maximize the efficiency of your sales.
- Coordinated virtual engagement that brings together both customers and colleagues.
- Customer voice – Stay on track with your customer satisfaction, get relevant feedbacks and improve sales engagements thanks to the automated Voice of customer surveys.
- Integration with Microsoft Teams supports easy multichannel communication with your customers, including phone calls and email templates within the single platform.

Build long-lasting customer relationships

- Building relationships with your customers has never been easier than with Engage features powered by LinkedIn.
- Determine what content interests your customers and personalize your content by viewing their behavior and keep track of your interactions across digital touchpoints.
- Get guidance on topics such as icebreakers, talking points or internal relationships to move your customer relationships forward.
- Spark a conversation with relevant decision-makers and discover mutual connections.
- Find out opportunities and risks associated with your customers through an AI-based relationship health score, and proactively address those challenges!
- Visualize relationships between your network and detect the major changes of your contacts.

Boost consultant productivity

- Minimize your routine tasks and save precious time by automatically creating new records such as contacts, meetings, and tasks.
- Intuitively build roadmaps to stay on top of everything going on in your sales agenda.
- Stay productive on the go with sales workspace tailored to your mobile and optimized for consultants' daily tasks.
- Leverage smartphone power to save time - use your phone camera to input data faster and keep track of your sales processes more efficiently.
- Make effective decisions with real-time insight on project status and profitability.

2. TravelOperations Engage for Dynamics 365 travel-specific features

Traveler profiles

- Create a specific profile of your customers and stay on track of their critical information to provide the best possible service:
 - Travel preferences
 - Loyalty programs
 - Travel documents (passport/visa)
 - Seating and meal preferences
 - Emergency contact

Unified platform

- All your booking sources and flight tickets will be seamlessly integrated into the application thanks to the GDS integration which together with profile management tool avoid data duplication.
- Real time booking history helps you to view all current and historic bookings of you customers.
- UDID configuration
- Travel policy handling