



# Omnichannel Engagement Made Simple

We Transform Customer Experiences & Collaboration over Mobile and Web Touchpoints

## Customers Want Digital

- 90% of customers prefer mobile apps & web for first contact
- 89% of businesses retain customers if using omnichannel
- Live video chat will increase 2X in the next 2 years

## Enterprise Pain Points

- High friction, disjointed customer journeys across channels
- Browser plugins & compatibility issues
- Complex, expensive architectures

## CaféX SaaS Solution

- Easily embed real-time collaboration with context
- Reach every user on every browser and on mobile
- Connect apps securely and simply to existing UC & CC assets



**Making together happen**



# Live Assist™

for Microsoft Dynamics 365

Powered by CaféX

## The Preferred Omnichannel Solution Co-developed with Microsoft

### EXTEND THE POWER OF YOUR CRM

Engage, Sell, and Service Customers within Microsoft Dynamics 365 Better Than Ever...

- **Single Stack Offering:** Live Chat + Co-browse + Chatbot Integration + Voice & Video Escalation.
- **Committed Joint Roadmap:** Alignment across all Dynamics 365 Releases.
- **Immersive Customer Experience:** Seamless UX for employees, teams & customers across the enterprise.



### What You Can Do With Live Assist

- Add omnichannel engagement with intelligent, personalized customer care that is already integrated with Dynamics 365.
- Raise customer satisfaction, NPS and retention via agent-assisted chat, PCI-compliant co-browsing, voice/video call escalation and bot integration.
- Increase revenue by engaging customers with personalized campaigns to drive upsell/cross-sell.
- Improve operational efficiency with a single-pane-of-glass, immersive experience for agents and admins within Dynamics 365.

### Why Choose CaféX & Live Assist?

- We are the preferred omnichannel provider for Microsoft Dynamics 365.
- More than 160 Microsoft Partners and System Integrators have engaged to support more than 3,500 Live Assist for Microsoft Dynamics 365 trials in the first year since launch.
- We've been awarded the Enterprise Connect Best of Show Award 2x and were chosen as Gartner's Cool Vendor in Unified Communications.
- We are a WebRTC pioneer providing Microsoft with the first enterprise gateway and mobile SDK in our category.

## GET STARTED TODAY

### Visit Our Website & Email Us:

<https://liveassistfor365.com>  
[msliveassistsales@cafex.com](mailto:msliveassistsales@cafex.com)

### Call Us:

+1 (855) 654-3837 (US/Canada Sales)  
+1 (954) 369-0557 (International Sales)

### Start A Free Trial via the Microsoft AppSource

<https://cafex.to/LA365Trial>