

Customer Service Portal powered by Dynamics 365 & Power Pages



Creospark is here to help you seamlessly set up, install, and configure your Customer Service Portal, empowering your customers with easy access to essential support resources. With a user-friendly interface and robust features, your customers can easily find answers, track their activities, and share feedback—all in one place.

Key features

Customizable tables and lists: Tailor your portal to fit your specific needs with customizable tables, lists, and sample data that enhance user experience.

Support Services Case Management: Efficiently manage customer support cases with intuitive tracking and resolution capabilities, ensuring quick responses to customer inquiries.

Knowledge Base Management: Build and maintain a searchable knowledge base, enabling customers to find solutions to their problems at their convenience.

Customer Profile Management: Keep customer information organized and accessible, allowing for personalized support and engagement.

Community Forums (Phase 2): While community forums are out of scope for the initial launch, they can be implemented in Phase 2.

Requirements:

To enable the Customer Service Portal, you'll need **at least one Dynamics 365 enterprise application**, including Sales, Customer Service, Field Service, Project Operations, or Marketing. Power Pages licensing is also required for end users.

Why choose our customer service portal?

- ✚ **Empowerment:** Customers get the ability to find solutions on their own, reducing the need for direct support and increasing satisfaction.
- ✚ **Efficiency:** Streamlined case management and knowledge base features enhance response times and improve service delivery.
- ✚ **Engagement:** Community forums and feedback options foster a sense of community and allow you to gather valuable insights from your customers.

Get started today!

Don't miss the chance to transform your customer service experience with our Customer Service Portal powered by Dynamics 365 and Power Pages.

Contact us today for a demo or to [schedule a consultation](#).

Hassle-free setup with Creospark

Installation: We'll handle the technical setup so you can focus on your business.

Configuration: Our experts will customize the portal to meet your specific requirements.

Design services: We deliver exceptional UX/UI designs to create an engaging and intuitive user experience.

Training and support: We offer comprehensive training for your team, ensuring everyone is equipped to make the most of the portal.

Project Management: A dedicated Project Manager will be on your project to ensure transparent tracking, effective communication, and optimization of team performance.

