

CEKonnnect: Your Social Media Accelerator

Are you spending time and money to make your social media tool work jointly with the Dynamics 365 Customer Engagement Apps?

Or, is your team juggling between the social media tool and D365 CE Apps to make their marketing effort more successful?

Alletec brings CEKonnnect Accelerator, specially designed as a social media tool for Microsoft Dynamics 365 CE App users.

Our app is an outcome of the pains our customers experienced while using D365 Customer Engagement Apps in conjunction with the Social Media tool.

The CEKonnnect Accelerator aims to make your experience of using a social media tool along with D365 CE Apps effortless and straightforward by-

- Working as an extension of the D365 CE Apps, supporting users to avoid spending time and money over integrating a social media tool with D365 CE App
- Eliminating the need for the users to switch between D365 CE Apps and the social media tool
- Using AI-driven models to bring out the most accurate analysis of social media feeds and customers' sentiments.
- Eliminating manual intervention for the analysis of social media operations
- Offering a single accurate view of the truth of your customers' sentiments.



*Inner Circle Partner
(Top 1% partners globally)*



700+ Customers



*Pioneering Digital
Transformation journey
of our customers*



*Gold Partner for MS
Business Applications*

CEKonnnect Accelerator Capabilities

D365 Marketing

- Social Media Campaigns in CE
- Lead Generation through Social Media
- Customer feedback capturing from Social platforms

D365 Sales

- Connection building with customers/prospects via CE
- Insights about reviews on product and business
- Quick management of Social Media profiles from one single Platform.

D365 Customer Service

- Social Media integration into your CE Customer Service
- Complaints capturing from Social Media platforms as a Case
- Sentiment Analysis to Positive & Negative Comments as Lead/Cases

CEKonnnect Accelerator Features



Social Media Linking

Link Facebook, Twitter, and Instagram data directly to your D365 Marketing, Sales, and Customer Service records.



Posts Creation

Create Facebook Post or a Tweet from D365 Marketing, Sales, and Customer Service directly to your channels.



Additional Features

Maker Checker and Scheduling available.



Real-Time Analysis

Provides real-time social media analysis i.e. likes/comments/shares/posts etc.



Sentiment Analysis

Review positive/negative sentiment across channels to track as lead/case.



Case/Incident/complaint Creation

Create and manage cases based on customer feedback on Social media.



SM Inputs Analysis

Analyze Dashboard/Reports based on Social Media inputs.

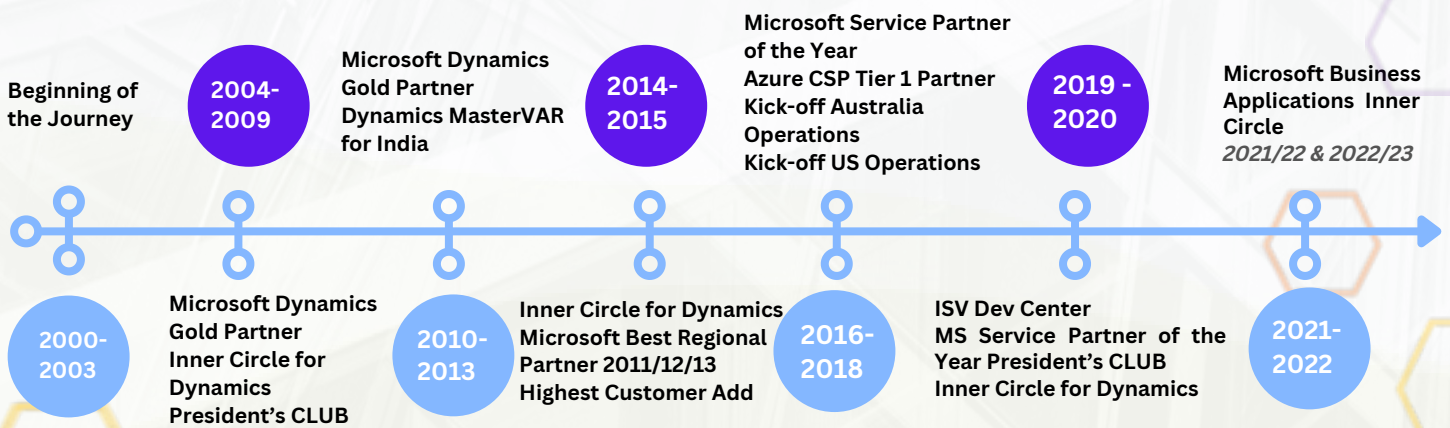


Customization

Customizable for adding features/ Channels like LinkedIn.



Milestones



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