

NODE4

Contact Centre Accelerator Suite

Accelerate your move to Dynamics 365 Contact Centre
with clarity, speed and confidence.

CCaaS Accelerator Suite

Node4's CCaaS Accelerator Suite gives UK organisations a fast, low-risk, high-impact pathway to adopting Microsoft Dynamics 365 Contact Center. Designed and delivered by Node4's specialists in Contact Centre, CRM, voice, connectivity and AI, these modular accelerators provide the clarity, structure and technical depth needed to modernise with confidence. Each package can be taken individually or combined into a complete transformation journey, giving you a seamless route to a modern, Microsoft-native Contact Centre built on Dynamics 365, Teams, Azure Communication Services and Copilot. Node4's CCaaS Accelerator Suite gives UK organisations a fast, low-risk, high-impact pathway to adopting Microsoft Dynamics 365 Contact Center. Designed and delivered by Node4's specialists in Contact Centre, CRM, voice, connectivity and AI, these modular accelerators provide the clarity, structure and technical depth needed to modernise with confidence. Each package can be taken individually or combined into a complete transformation journey, giving you a seamless route to a modern, Microsoft-native Contact Centre built on Dynamics 365, Teams, Azure Communication Services and Copilot.

Who is it for?



Mid-Market Organisations

Looking to replace legacy contact centre tools and bring CRM, voice, digital channels and AI together into a future-proofed, consolidated customer experience platform.



Public Sector Organisations

Modernising citizen engagement with secure, accessible, responsive services across voice, chat and digital channels with the compliance, governance and UK-sovereign hosting required for regulated environments.

Your Four-Stage Contact Centre Transformation

CCaaS Envisioning

Purpose

Establish vision, map scenarios, and demonstrate what a Microsoft-native Contact Centre can achieve.

What's Included

- Pre-work discovery
- Persona & scenario mapping
- Live demos (omnichannel, Teams voice, Copilot, analytics)
- Capability mapping & vision canvas
- Summary report & next steps

Key Outcomes

- Clear understanding of D365 Contact Center
- Prioritised scenarios & opportunities
- Aligned stakeholders
- Early identification of cost-saving potential

CCaaS Discover

Purpose

Analyse current estate and build a detailed, costed roadmap aligned to Microsoft best practices.

What's Included

- Stakeholder workshops
- Tech estate review (CRM, telephony, digital channels)
- Contact Centre Maturity Assessment
- Optional AI, security, and licensing assessments
- ROI model & transformation plan
- Solution blueprint & licensing plan

Key Outcomes

- Business case & ROI
- Clear roadmap to adoption
- Maturity scoring & gap analysis
- Alignment with funding opportunities

4Start: CCaaS Deploy

Purpose

Deploy a Microsoft-native Contact Centre in 4 months with fully configured core capabilities.

What's Included

- Omnichannel setup (voice, chat, email)
- Teams voice + ACS + SIPLink integration
- Copilot enablement (assist, summarisation, routing)
- Routing, queues, capacity
- Data imports
- Chatbot setup
- Train-the-trainer & adoption toolkit
- Go-live support & hypercare

Key Outcomes

- Live MVP contact centre
- AI-powered agent experience
- Consolidated tech stack
- Ready for scale & optimisation

CCaaS Manage

Purpose

Keep your Contact Centre healthy, compliant and continually improving.

What's Included

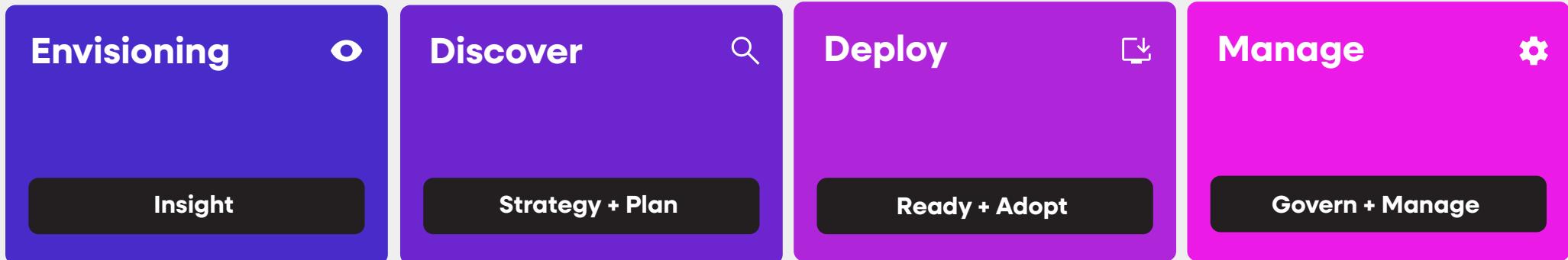
- 24x7 support (Tier 2/3)
- Proactive monitoring (platform + voice)
- Evergreen release management
- Routing/queue optimisation
- KPI dashboards & reporting
- AI/bot tuning

Key Outcomes

- High availability & reliability
- Continuous improvement
- Reduced operational overhead
- Predictable, well-governed service lifecycle

Your Transformation Journey with Node4

A simple, structured pathway that reduces risk and accelerates value. Each accelerator can be taken individually or as a complete journey:



What You Gain?

- Faster time-to-value with a proven Microsoft-aligned framework
- Simplified operations through platform consolidation
- Unified voice + digital + CRM + AI
- Clear business case and transformation roadmap
- Long-term optimisation through a proactive managed service model

Why Node4?

Node4's significant experience in delivering and supporting Contact Centres, our own telecoms and connectivity infrastructure, and our exceptional knowledge of the entire Microsoft portfolio, come together to provide a complete CCaaS offering.

Start your journey with a funded Envisioning Session and get a tailored roadmap for your organisation.