CEMADDONS
intelligent customer engagement

Because a picture is worth a 1000 words.
Build your own 360° Single View of your customer.

In today's era of Big Data the CRM user is surrounded with an ever growing and staggering amount of information. Using out-of-the-box Microsoft Dynamics 365 screens that data isn't always surfaced seamlessly. To boost and improve customer engagement, surfacing and visualizing relevant data in an interpretable and actionable way would require significant additional efforts.

The CRM user requires more efficient screens exposing the value-add of all data readily available, enabling them to acquire better insights and take the appropriate decisions faster.

To provide the CRM user with contextual high-value experiences avoiding navigating between disparate data collections, and as such do their job more efficiently and hence save time, Single View Builder is a MUST HAVE.

With Single View Builder, you can build personalized and graphical Single Views to get an instant 360° view of customers, quotes, campaigns, cases, contracts, etc. by grouping any kind of information about any entity that is important to you in one single screen using graphs, colors and icons.

All components are PCF Controls fully leveraging all capabilities of the Microsoft Power Platform.

Single View Builder works with standard and custom entities and enables you to get your job done more efficiently: SingleViews are directly accessible from your records in Dynamics 365 Views or Dashboards. This allows you to perform contextual 'actions' e.g. data access and creation,directly without the need for extra navigation.

Usage scenarios are unlimited: from a truly customer 360° consolidated view to a full operations cockpit, our visual components can be combined together to result into a new exciting user experience!
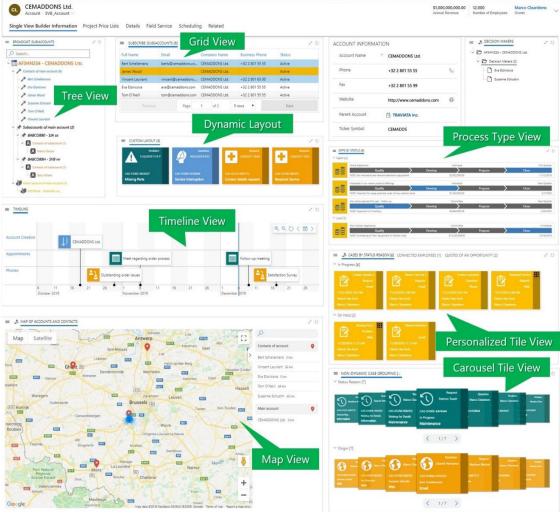
Top time-saving feature includes creation and managing of contextual data e.g. starting a sales order with a specific product for a specific customer with a single mouse-click.

Possibilities are endless by using:

- **TILE VIEW:** visualize your information using personalized (Windows, Carousel) tiles: choose your icons, background colours, visual indicators and text placeholders.

- **TREE VIEW:** get a cross-entity hierarchical view with the dynamic, performance optimized Tree View pane: apply filters, configure tooltips, change colors, add icons, ...

- **TIMELINE VIEW:** display and zoom in on past, current and due activities and events in the journey of a contact, lifecycle of a contract, case,... for any date or period.

- **GRID VIEW**: render items in a tabular layout based on view definitions found on the entity to display.

- **MAP VIEW**: bring Google maps into your Single Views to display all leads around a contact to be visited, see the territory of an agent by analyzing his portfolio, etc.

- Display **PROCESS STAGES** into your Single View.

- Build **DYNAMIC BUTTON PADS** to create new related records to get a view on multiple opportunities and quotes with the actual status.

- **GROUP RELATED ENTITY INFO** to roll up data in one screen

Render key information in a visual way and you will grow system adoption.

Dynamics 365 screen with Single View Builder

System requirements

Built as an add-on on top of the Microsoft Dynamics 365 Customer Engagement platform.

Works on ALL apps of that platform, including your own customizations.

SUPPORTED PLATFORMS:

Dynamics 365 9.0+ (Online, On-Premise, Partner Hosted)

CROSS-BROWSER SUPPORT:

Chrome, Edge, Internet Explorer, Firefox, Safari

DEVICE SUPPORT WITH DYNAMICS 365 MOBILE APP:

iOS 11.4.1+, Android 6.0.1+, Windows 10

Available on Microsoft AppSource

Microsoft Dynamics 365

TOP TIME-SAVING FEATURES:

- Seamlessly create and manage contextual data in one single screen
- Surface and visualize relevant data in an interpretable and actionable way
- Easy navigation between entities
- Quick access to all data without leaving your screen
- Faster data driven insights and decisions
- Available in your language
- Higher user adoption
- Improved and optimized user experience

EASY TO USE:

No coding required! Single View Builder has been designed to be used by Power Users (without any help from developers). Now with Clone option for efficient Single View implementations.

INTERESTED ? FREE TRIAL?

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