



Orlo and Microsoft Dynamics 365 Overview



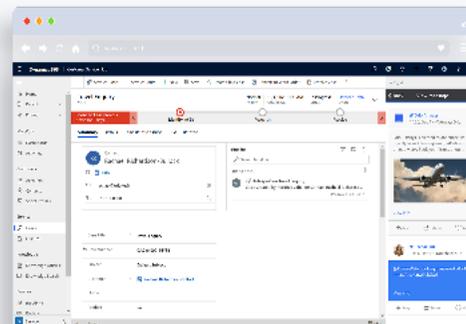
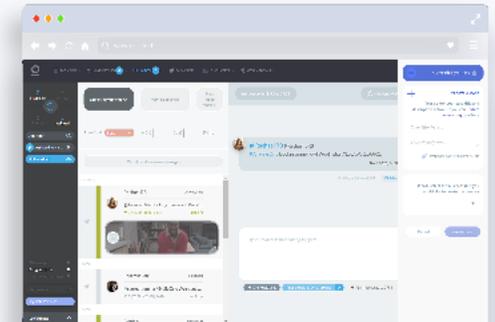
Say hello to Orlo, the platform for your digital conversations. Be there for your customers on the channels they choose through Orlo's powerful Customer Service and Marketing Engagement solutions.

We're better together

What if you could enhance your tech stack by combining two powerful systems, bringing together social media insights and the rich data held within your CRM? Well, you can! Orlo's deep integration with Microsoft Dynamics 365 helps your team to be more efficient and gives your employees back the time to focus on what really matters - providing a great customer experience!

Dynamics 365 in action in Orlo

- View a minimised Dynamics pane in Orlo
- Easily link Microsoft Dynamics instances
- Link, manage and view your contacts and cases
- Add customisable entities



Orlo in action in Dynamics 365

- View a minimised Orlo pane in Dynamics 365
- Use workflows to choose what you see
- Access your Orlo Dashboard, Inbox, Messages, Social Walls and Outbox
- Schedule and post social media content

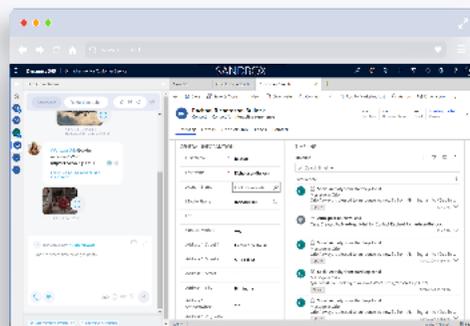


Our Omnichannel Technology

Single pane of glass view of Orlo and Dynamics 365 functionality

Manage numerous messages at once across multiple channels

Manage case creation and case data



Bromford.

Success Story

As an industry-leading, social business, Bromford Housing, needed to keep ahead of the evolving needs of its customers. The housing association made the decision to transition from providing simple customer service via social to making the best of digital channels, building a strong, two-way relationship and encouraging customer advocacy.



“Bringing Orlo into the Microsoft ecosystem means that when someone contacts us, all their information will pop up on screen straight away, without the agent having to click through anything. This enables agents to deal with enquiries immediately, providing a resolution as fast as possible, in the right way, on the right channel, with no additional questions or shifting the customer to another channel. For us, that has really changed the customer experience for our customers.”

Jarrold Williams - Communications Manager - Bromford Housing



Contact Us

Sound good?

If you're ready to turn your customer service up to 11, get in touch.



orlo.tech



+44 121 368 1420



hello@orlo.tech



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