



CRMD-HSO WIN WIRE: Arctic Glacier (Phase 2)

Customer Details	Arctic Glacier is one of North America’s largest ice manufacturer with over 2 million inbound calls a year. HSO has already implemented the Customer Service Workspace Application.
Project Type	Integration to set up API to help connect Five Nine’s and Dynamics, to automate inbound and outbound calling
Industry	Consumer Goods
Problem Solved	In HSO’s second phase after implementing Customer Service Workspace, HSO’s plan for phase two was to manage the number of manual processes between Five Nine’s and Dynamics. This solution included a custom API that would pull Arctic Glacier’s data and automate their inbound and outbound calling efforts.
Solution Sold	Configuration to Dynamics through API

CRMD-HSO TEAM



Eric Garnham

MICROSOFT TEAM



Dan Mennie

CRMD-HSO Team	Eric Graham Julian Repalda Patrick Monize
Microsoft Team	Dan Mennie