



Formpipe.

**DYNAMICS 365
FOR CUSTOMER
ENGAGEMENT**





DRIVEN BY EXCELLENCE, DELIVERED IN PARTNERSHIP.



PREVIEW.

Systems that are easy to use save time. This increases productivity and minimises waste. Even these simple things can have huge impacts.

STANDARD DYNAMICS 365

Previews are shown in the same window and there is a need to close the top-document to “see” the previous document. It’s complicated. Preview document will not look like the final document.



**PREVIEWING
DOCUMENTS**

DYNAMICS FOR CUSTOMER ENGAGEMENT

With Lasernet, all documents are opened in separate tabs, making navigation, compilation and comparison quick and easy. Users can also return to Dynamics 365 without closing all documents. Preview document is viewed as final format.

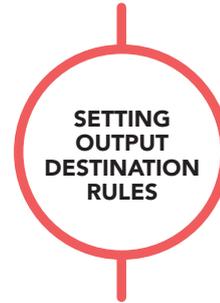


DESTINATIONS.

Predefined destinations can hugely simplify a users life, and ensure that a document is delivered as per the customers' requirements - simplifying their life too.

STANDARD DYNAMICS FOR CUSTOMER ENGAGEMENT

There are limited options for defining the destination (printer, email, pdf etc.), and no "flow" can be configured. Importantly, there are no standard or failover destinations.



**SETTING
OUTPUT
DESTINATION
RULES**

LASERNET SOLUTION

The Lasernetet interface delivers very flexible destination configuration with no coding. The various options for creating flows include default setting and ensure correct media use every time.



DOCUMENT DESIGN.

Being able to generate new, on-brand, documents easily can have a huge impact on both positive customer perceptions and employee satisfaction. If consistency and eliminating the need to rely on developers to make even simple changes is frustrating, look to Lasernetet for the solution.

STANDARD DYNAMICS 365

It's very difficult to implement design changes, and problems with images, watermarks and other visual elements are almost inevitable. The final document can also only be seen once Dynamics 365 has been recompiled.

**DESIGNING
DOCUMENTS**

LASERNET SOLUTION

Logos, images and other complicated designs are taken care of by Lasernet with its simple to use graphical interface.

STANDARD DYNAMICS 365

In order to update a report, changes to the Dynamics 365 application need to be made – which requires a programmer.

**ADDING
DATA**

LASERNET SOLUTION

Using the Lasernet Dynamics 365 connector meta data is used to map templates. Templates are modified in a windows environment ensuring updates can be made quickly and simply. Information can even be reused/copied to another report, so master-templates can be created and automatically populated.

STANDARD DYNAMICS 365

There is no functionality for viewing/inserting page breaks or managing of “orphan” lines. Documents appear to be on one page on-screen, but break over many when printed or pdf'd.

**INSERTING
PAGE
BREAKS**

LASERNET SOLUTION

When creating the document using Lasernet developer you can see exactly what is being printed and can therefore manage page breaks and formatting in a graphical interface.



EMAILING.

The easy-to-use extended functionality of Lasernet and the ability to tailor emails to individual requirements gives customers a better experience. So it's really win-win with Lasetnet when it comes to achieving more satisfaction on both sides of a communication.



STANDARD DYNAMICS 365

The email dialog within standard Dynamics 365 for Customer Engagement is very limited.



EMAILING

LASERNET SOLUTION

Lasetnet extends the dialog by making it clearer with simply larger boxes and adding bcc along with simple dialog boxes to update.

STANDARD DYNAMICS 365

No options to automatically pre-define the attachment name, subject line or email body are available as standard.



**CONFIGURING
FILE NAME,
SUBJECT
& BODY**

LASERNET SOLUTION

Lasetnet can use any information to create standard file naming conventions, as well as subject and/or body copy. These can be tailored by report to ensure accuracy and consistency.

STANDARD DYNAMICS 365

It's not possible to include additional attachment to emails.



**ADDING
ATTACHMENTS**

LASERNET SOLUTION

Any attachment can be added to the document with setup via the Lasetnet connector settings. No coding or re-building is needed.





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