Digital Store Front Experience

Microsoft Dynamics 365 Retail
Microsoft Services

The Digital Store front experience offer implements the Dynamics 365 Commerce solution to enable the creation of digital commerce experiences using built-in web authoring and development tools to produce engaging and intelligent digital storefronts.

Dynamics 365 Commerce delivers a complete omni-channel solution that unifies back-office, in-store, and digital experiences to personalize customer engagements, increase employee productivity, optimize operations, reduce fraud challenges, and deliver better business outcomes.

Business outcomes

Engage customers across channels

- Deliver seamless, unified shopping experience by connecting digital, in-store, and back office operations on omnichannel commerce platform
- Offer consistent, frictionless engagement across online and offline channels
- Provide choice and convenience with connected ordering and fulfillment tools
- Create and manage sales promotions across all channels

Get everything to build and run digital commerce

- Create engaging, intelligent digital storefronts with built-in web authoring and development tools
- Better engage shoppers by delivering personalized, appealing web experiences
- Streamline management across channels via a connected marketing and commerce platform
- Help customers find products easily—both online and in-store
- Increase customer conversion with AI-moderated ratings and reviews

Streamline and optimize your retail operations

- Maximize profitability with AI recommendations of right products at the right time and price
- Get accurate view of inventory, tracking product information, categories, assortment, and pricing
- Make informed, cost-effective inventory supply decisions
- Accurately forecast customer demand with actionable insights
- Streamline sourcing and replenishment

Capabilities

Dynamics 365 Commerce is an end-to-end retail solution delivering unified commerce across all channels encompassing sales, mobility, intelligence, and productivity.

Digital Store front

- Customer login & profiles
- Product Search & Sell
- Wish list/Customer Preference
- Inventory Visibility
- Payment credit/debit
- Returns & exchange
- Repeat orders
- Refund

Retail HQ

- Products and assortments
- Merchandising
- Inventory management
- Promotions and markdown
- Finance Essentials
- Site content management

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Scope

Duration: 2/4 weeks

START

SOLUTION MODELING
Solution and user account provisioning

SOLUTION TESTING
Iterative solution development

DELIVERY

MOBILIZATION AND INITIATION
Microsoft-led planning session, kickoff, and overview training

BUILD
Finalized design with configured Dynamics 365

DEPLOYMENT
Ensure the solution is ready for go-live

Customer evidence

"Today, the company is innovating again, leveraging Microsoft 365 Commerce to provide its customers with elevated digital experiences while improving productivity and collaboration amongst employees."

Lorraine Bardeen, General Manager

Benefits

Built on our proven Microsoft Dynamics 365 Retail solution, Microsoft Dynamics 365 Digital Store experience enables you to empower your business to create exceptional, insightful shopping experiences for every customer, and reduce fraud challenges.

Everything to build and run digital commerce	Build loyalty and exceed customer expectations	Flexible and intelligent omni-channel experience	Streamline operations using cloud intelligence	Help customers, merchants, and banks overcome fraud
Gain business performance insight with market data monetization, personalized experiences, and intelligence-driven sales.	From device to storefront, deliver meaningful customer interactions with unified connections across channels, in-store innovations, and intelligent user-friendly tools.	Give employees seamless access to data, collaborative communication tools, and the ability to connect form anywhere.	Drive personalized, friction-free commerce experiences and integrated, optimized back-office operations through ingrained and pervasive cloud intelligence technology.	Help customers with superior shopping experience by reducing fraud challenges, help merchants to ensure wrongful rejects are lowered, and help banks boost acceptance rate.

NEXT STEPS: Now is the time to grow your customer service support through better tools and management. Get started today to discover how to transform your business with Microsoft Dynamics 365 Commerce.

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