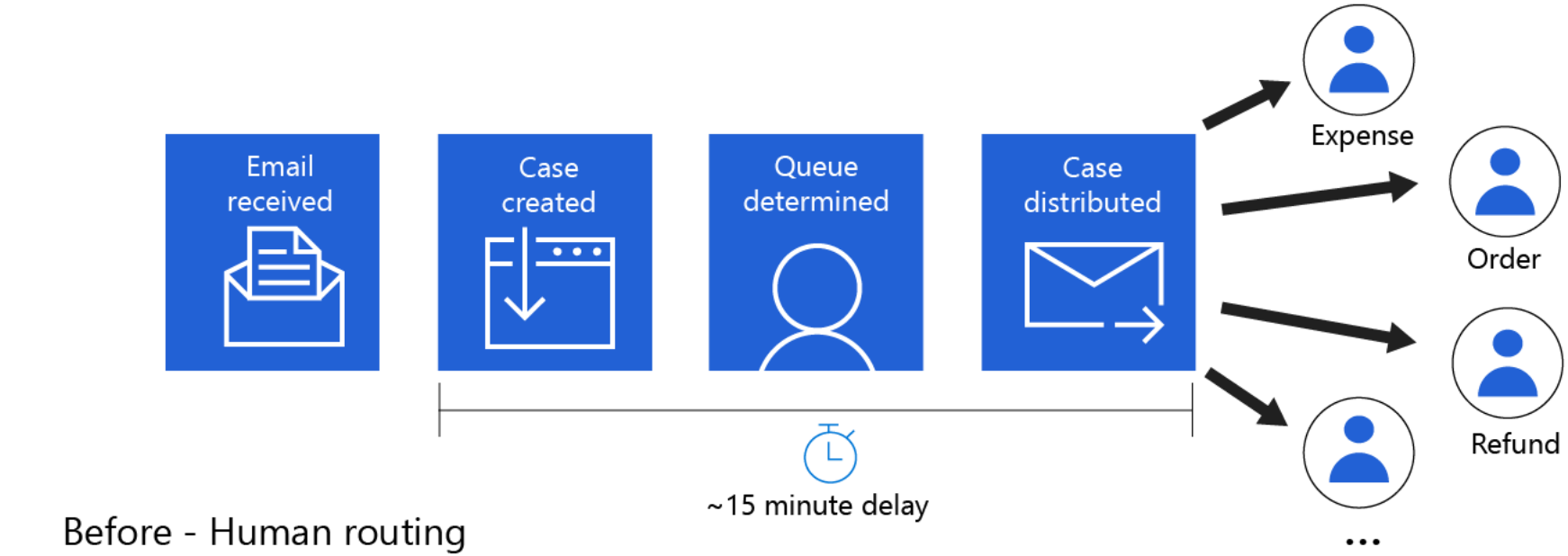


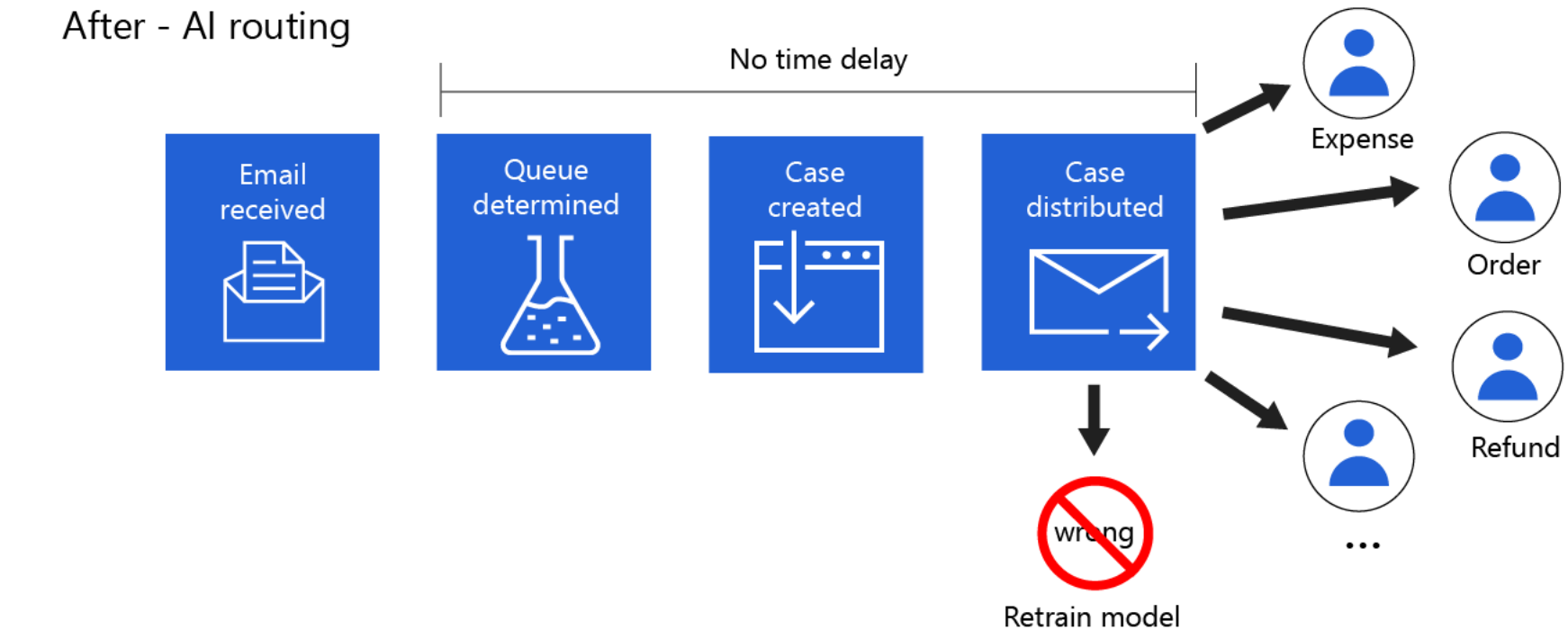
# IT expert roundtable: Creating efficiencies in finance with Dynamics 365 and machine learning

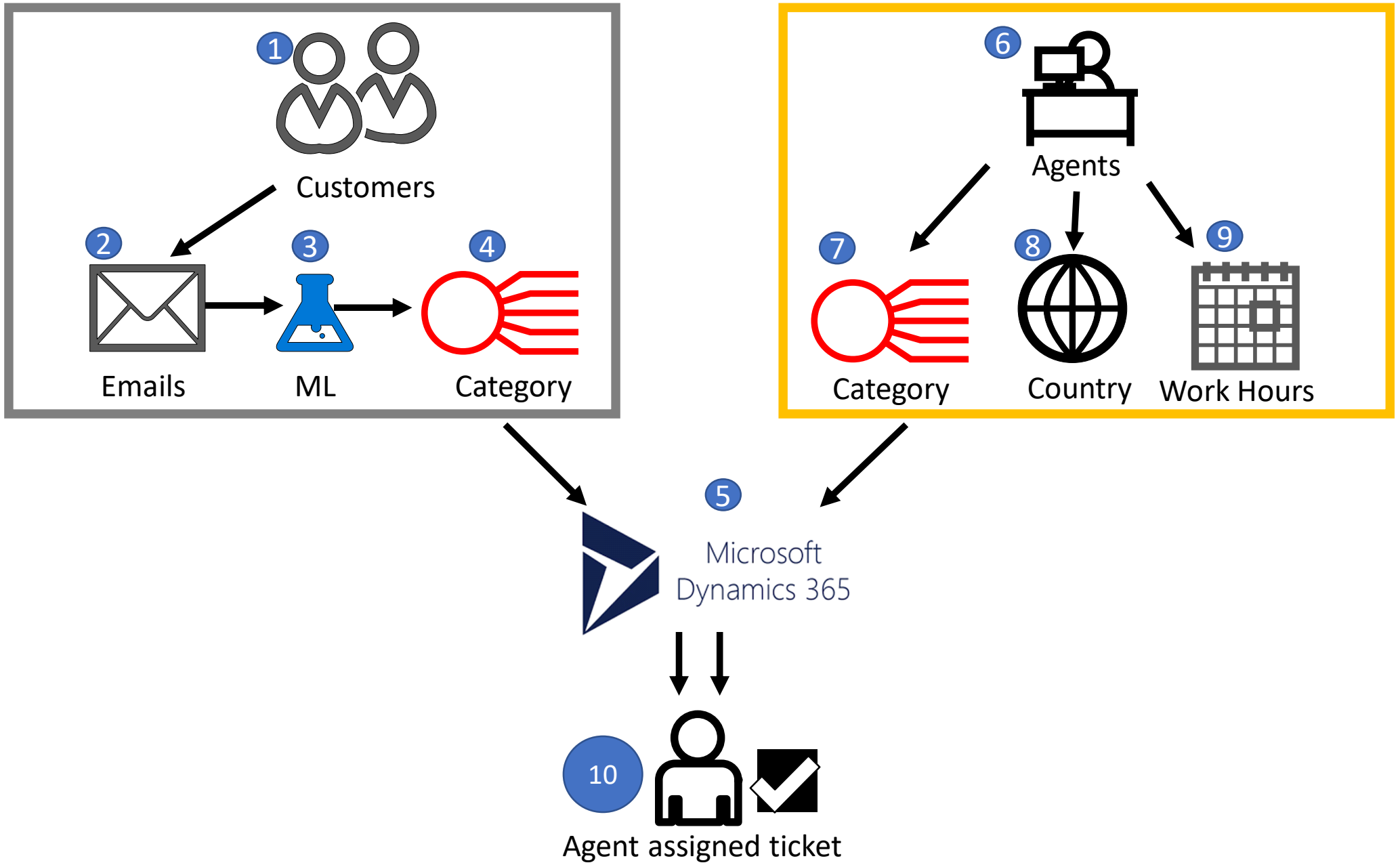
Slides and additional resources

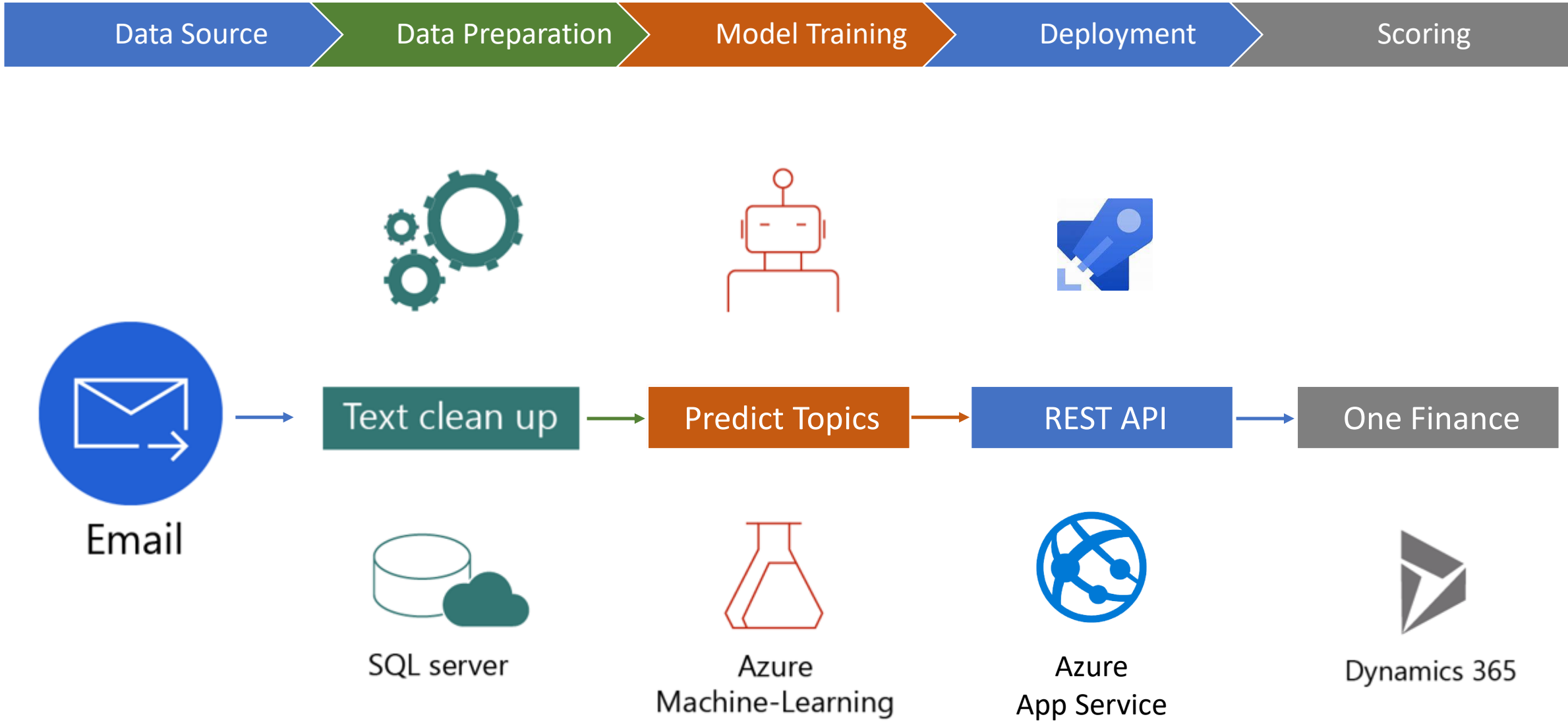



Before - Human routing

After - AI routing




1
Customers
2
Emails
3
ML
4
Category
6
Agents
7
Category
8
Country
9
Work Hours
5
Microsoft
Dynamics 365
10
Agent assigned ticket


Data Source
Data Preparation
Model Training
Deployment
Scoring
Email
Text clean up
Predict Topics
REST API
One Finance
SQL server
Azure
Machine-Learning
Azure
App Service
Dynamics 365

# Resources

Access all IT Showcase resources at Microsoft.com/ITShowcase

- Creating efficiencies in finance with Dynamics 365 and machine learning
- Driving sales efficiency with Dynamics 365 and Microsoft AI
- Find published Dynamics 365 code at: Microsoft AppSource published by Microsoft Labs
- Specific Dynamics 365 module used in this solution is available publicly at: Email 2 Case using AI



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