



# DYNAMICS 365 CUSTOMER SERVICE

POWERED BY MICROSOFT



Complete 360-degree view of the customer, including full history of interactions, user preferences, and more.



Real-time insights, SLA timers and entitlements are presented to the agent so that every interaction is personalized and contextual.



Intuitive navigation with case deflection capabilities, community discussion forums and blog platform.



Drill into data via interactive charts, and include data from third-party applications for deeper business insights, analysis, and exploration.



A dynamic interface optimized to drive the next best action contextually serves up tools, guidance and data to agents through interaction.



Boost productivity with business processes and workflow, integrated knowledge, SLAs, agent scripting and recommendations.

Dynamics 365 Customer Service is an out-of-the-box solution. Every interaction matters in customer service, and the modern client expects a seamless experience with your brand, regardless of channel.

For more information or to see a demo, please visit our [website](#) or contact us at [experts@crmdynamics.ca](mailto:experts@crmdynamics.ca)

## Dynamics 365 Customer Service

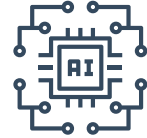
Dynamics 365 Customer Service empowers you to deliver consistent and connected support across all your channels. Exceed all your customer's expectations with this full service solution,



Provide self-service support.



Empower your team with tools for increased productivity.



Optimize service with actionable insights.



Complete view of customer data



Personalize customer service engagements.



Deliver proactive service with IoT.

Get a demo of Dynamics 365 Customer Service and see this solution in action.

For more information please visit our [website](#) or contact us at [experts@crmdynamics.ca](mailto:experts@crmdynamics.ca)

### Works on all Devices



Computer



Tablet



Mobile