Infosys®

Intelligent Sales & Capabilities

Empower employees to be customer centric with start small, start smart insight driven concepts.

Dynamics 365 Sales helps good customer experience, minimizes friction, maximizes speed, efficiency and maintains a human element, embedded within the automation and AI. It leaves **buyers feeling heard, seen and appreciated**.

Dynamics 365 Sales helps stay connected with your customers & helps in running adaptive business operations by generating great value with proactive customer insights and enables Always On-Service with customer 360 view to create personal experiences across the entire customer sales journey life cycle.

Why customers use Dynamics 365 Sales

- Nurture More Demand
- Personalize Buyer Experience
- Build relationships at scale
- Make Insight-driven decisions
- Deliver sales-ready leads with insights
- Keep relationships on track
- Gain strategic insights
- Win deal faster
- Orchestrate seamless Omni-channel personalized experiences

Nurture More Demand

- Generate leads across multiple channels
- Nurture and prioritize leads
- Deliver sales-ready leads with insights

Understand your audience with cross functional collaboration

Personalize Buyer Experience

- Unify Customer Data
- Get a 360 degree view of customer
- Predict Buyer Intent
- Seamless Flow of data with unique personalize experience

Accelerate Sales Cycle by making strategic decisions

Relationship Analytics With Insight driven decisions

- Win deals faster, Connect with buyers
- Gain credibility & earn trust, Keep relationships on track
- Improve performance, Empower employees & Gain strategic insights

Advance Assistant to analyze revenue outcome by using predictive forecasting

Usually reserved for our customers, our front-line staff now have an application available on all devices & channels, with an intuitive design that requires no training & fits with each platform. The task is now reduced to a few clicks. My thanks to the Infosys team & their excellent collaboration with HSBC Teams

- Stephen Pendry, Head of Customer Value Management

HSBC

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