



Dynamics 365 Customer Service

2-Hour Briefing

Find out if Dynamics 365 Customer Service is right for you.

Get to know the Microsoft customer service engagement solution during a 2-hour demonstration and discussion with an expert. The session will include an overview of Dynamics 365 Customer Service's core features, selected advanced options and extensions, and time to review your specific requirements and the questions about the capabilities, concerns, and integrations that are most important to your organization.

Learn how you can use Dynamics 365 Sales to:

- Automate self-service with customer portals, virtual agents & knowledge-base articles
- Personalize customer interactions with tailored experiences using omnichannel enabled interfaces
- Increase agent productivity & case resolution with smart productivity tools
- Improve agent and customer experiences with AI-driven insights

You can expect to leave the briefing with:

- ✓ A solid understanding of Dynamics 365 Customer Service's core features and capabilities
- ✓ An introduction to applicable advanced Dynamics 365 features and extensions
- ✓ An assessment of the platform's ability to meet your customer service team's needs
- ✓ An overview of Dynamics 365 Customer Service licensing options and pricing

Agenda

- Introductions & topic review
- Dynamics 365 Customer Service's core product features
- Dynamics 365 Customer Service advanced capabilities
- Solution fit assessment discussion
- Q & A
- Wrap up / Next steps

About Altriva Solutions

Altriva Solutions is an award-winning business technology consulting firm. Its consultants are strategic and technical experts with an average of over 10 years of industry experience. Beyond being a Gold Certified Microsoft Partner, Altriva has been working with Microsoft Dynamics since the solution's initial Alpha release.