

Earn Customers for Life

Deliver excellent customer service experience anytime, anywhere. Dynamics 365 Customer Service empowers companies to provide a seamless, end-to-end customer service experience within a single solution built on the Microsoft cloud to deliver consistent, connected support across channels. Get native voice, which includes telephone support for an all-in-one contact center; digital messaging, which features omnichannel engagement across digital messaging channels; and integrated chat support, which provides live chat engagement between customers and agents.

Make Every Customer Engagement Exceptional

Personalize Service



Consistently deliver the tailored service customers expect across channels using 360-degree customer views that allow agents to personalize every interaction.

- ✔ Provide personalized service through the customer's preferred channel - whether it's voice, email, chat, SMS, or social media.
- ✔ Create a single, connected service experience through a threaded view of the customer journey.
- ✔ Leverage chatbots, portals, and knowledge articles, and other self service tools to further personalize the experience while identifying cross-sell and upsell opportunities.
- ✔ Ensure each and every customer receives a unified experience - even if transferred between agents or across channels.

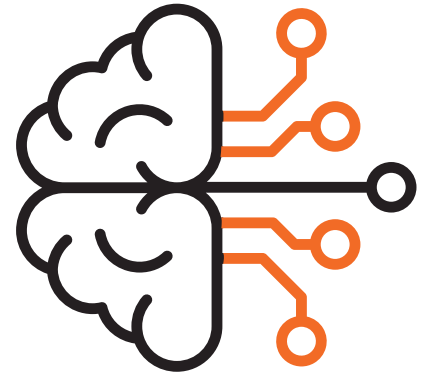
Empower Teams



Take the guesswork out of case resolution using tools designed to equip agents with the right information at the right time.

- ✔ Increase agent productivity by providing the option to navigate across multiple open cases without losing context.
- ✔ Lean on built-in AI to dynamically guide agents to the right action to resolve customer issues faster using tools like call transcription, sentiment analysis, and real-time translations.
- ✔ Provide quick access to knowledge base articles and similar cases so agents can accelerate issue resolution.
- ✔ Resolve critical customer issues with video chat, co-browse, and remote assistance capabilities.

Optimize with AI



Simplify agent and customer experiences. Use insights to resolve cases faster, proactively serve agent suggestions, and quickly identify areas to automate.

- ✔ Seamlessly weave AI and insights into all facets of customer service to optimize agent performance and improve customer experiences.
- ✔ Leverage virtual agents to automate the resolution of simple issues, saving time and freeing agents for high-value, complex interactions
- ✔ Drive innovation by transforming your customer interactions with deep, AI-powered insights that guide your teams to the most optimal business outcomes.
- ✔ Automatically group cases into topics using natural language understanding to discover current trends and emerging issues, improve brand sentiment and identify opportunities to improve the customer experience.