Microsoft

systems

Turbocharge your workforce with Systems Limited Microsoft Dynamics 365 Copilot

systems
Coffee
&
AI

systems

Aroma Boutique

High-End Coffee Appliances & Exceptional Beans

Coffee Appliances

Coffee Beans

Aroma Boutique

systems

Noor

Marketing

Mariam

Sales

Hani

Contact Center

Microsoft Dynamics 365 CRM with CoPilot

Naser

Customer

systems

Smart Brew 300

Marketing

1

2

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3

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systems

Marketing

Challenges	With Copilot in Dynamics 365 Marketing
Marketing emails generated from scratch, requiring extra production time and cost	Generate content ideas, reducing production time

Create pitch-perfect email campaigns

systems

Smart Brew 300

Marketing

1

2

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3

?

systems

Smart Brew 300

Marketing

Sales

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1

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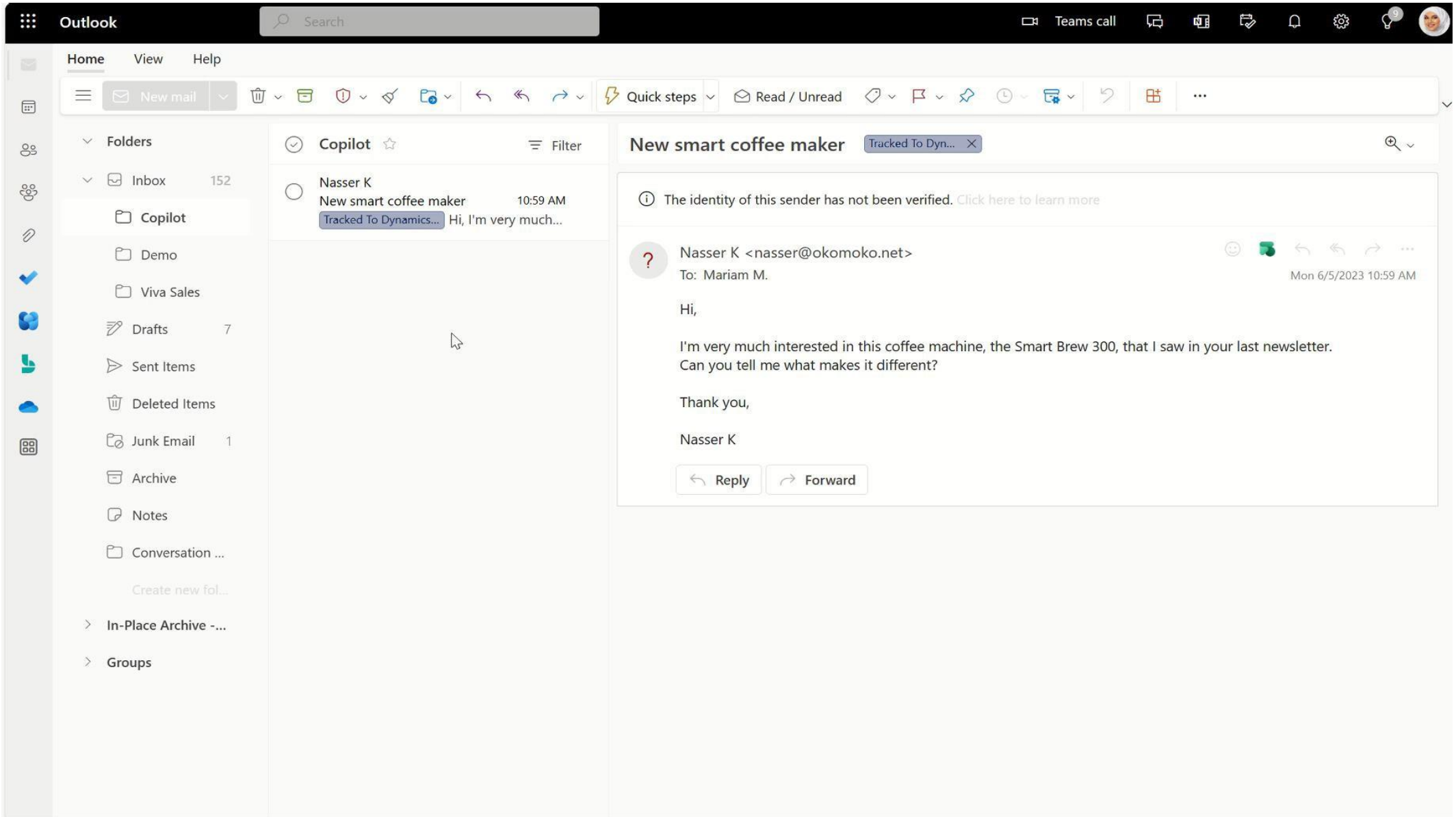
3

Sales

Challenges	With Copilot in Dynamics 365 Viva Sales
Repetitive email responses composed from scratch	AI-generated email content modeled after proprietary email styles, messages, and tone

Save time creating engaging customer emails


Outlook
Search
Teams call
Home
View
Help
New mail
Quick steps
Read / Unread
Folders
Inbox 152
Copilot
Demo
Viva Sales
Drafts 7
Sent Items
Deleted Items
Junk Email 1
Archive
Notes
Conversation ...
Create new fol...
In-Place Archive -...
Groups
Copilot
Filter
Nasser K
New smart coffee maker
10:59 AM
Tracked To Dynamics...
Hi, I'm very much...
New smart coffee maker
Tracked To Dyn...
The identity of this sender has not been verified. Click here to learn more
Nasser K <nasser@okomoko.net>
To: Mariam M.
Mon 6/5/2023 10:59 AM
Hi,
I'm very much interested in this coffee machine, the Smart Brew 300, that I saw in your last newsletter.
Can you tell me what makes it different?
Thank you,
Nasser K
Reply
Forward

systems

Smart Brew 300

Marketing

Sales

?

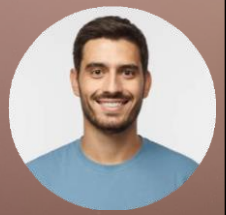
1

2

3

systems

Smart Brew 300



Marketing

Sales

Contact Center

1

2

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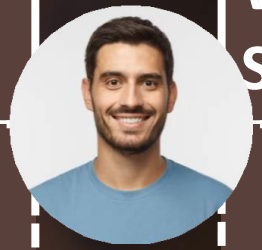
systems

Contact Center

Challenges

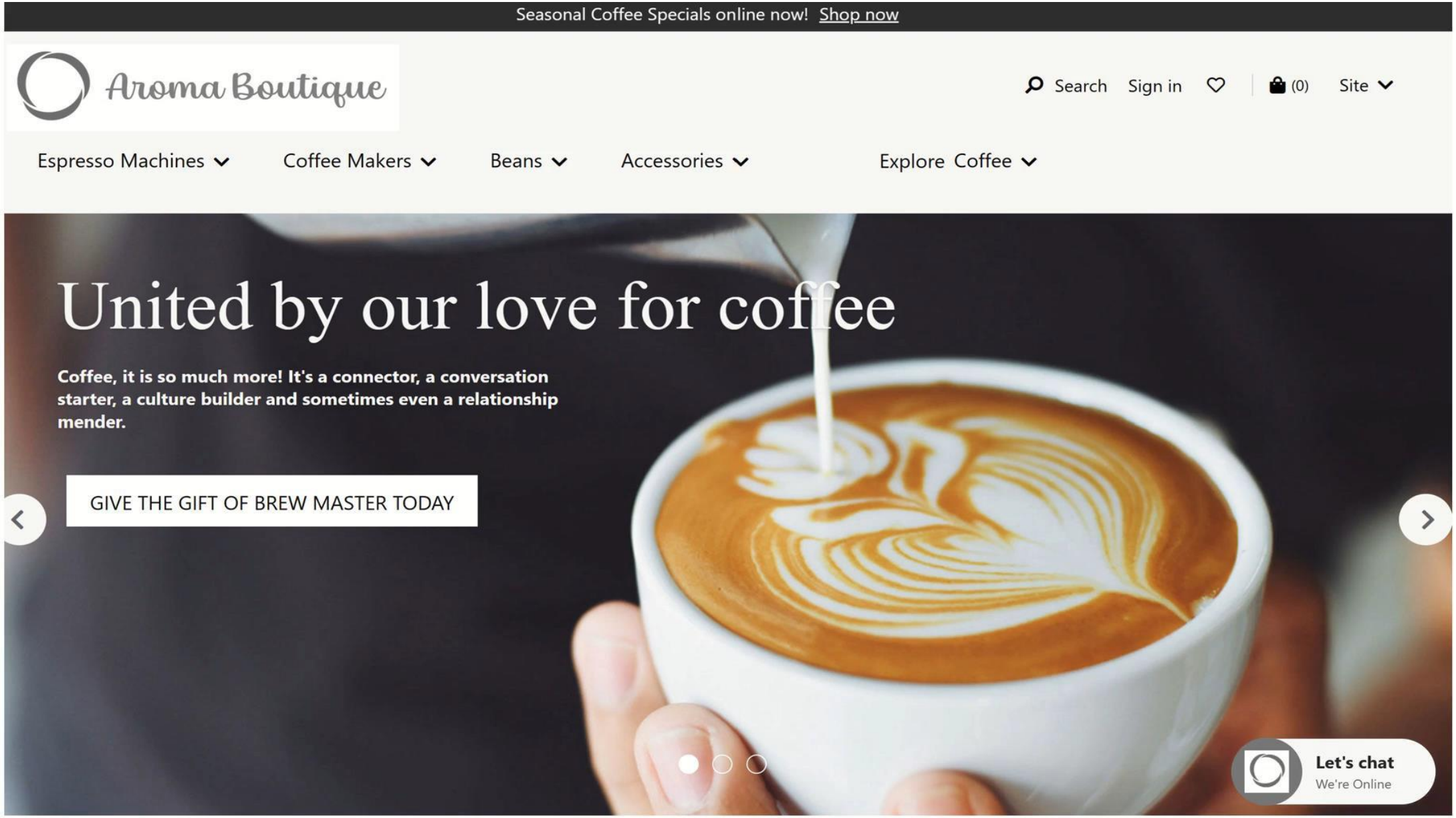
Agents under pressure to resolve multiple cases quickly & provide personalized service



With Copilot in Dynamics 365 Customer Service

Resolve high volumes of cases efficiently & improve Customer Satisfaction

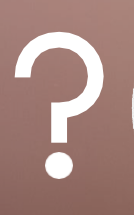
Resolve service cases faster with A I - assisted responses


Seasonal Coffee Specials online now! Shop now
Aroma Boutique
Search
Sign in
(0)
Site
Espresso Machines
Coffee Makers
Beans
Accessories
Explore Coffee
United by our love for coffee
Coffee, it is so much more! It's a connector, a conversation starter, a culture builder and sometimes even a relationship mender.
GIVE THE GIFT OF BREW MASTER TODAY
Let's chat
We're Online

systems

Smart Brew 300

Optimize the customer experience with
Microsoft Dynamics 365 &CoPilot



Marketing

Sales

Contact Center

1

2

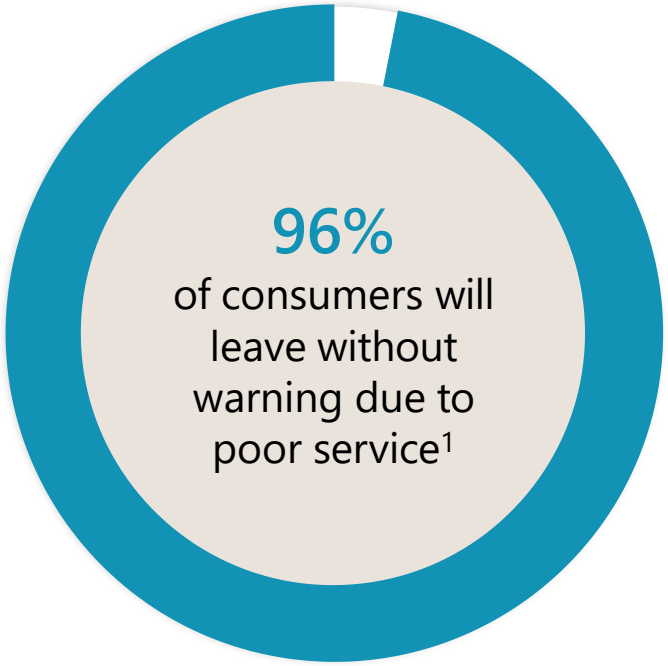
3

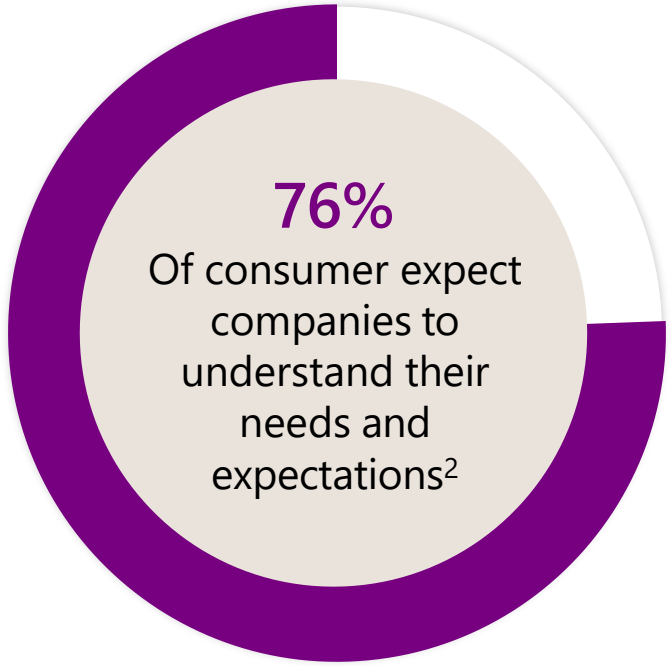
Microsoft Dynamics 365

systems

Copilot for D365 Service

Customer service is a high-stakes game





[1] Forbes
[2] Accenture

systems

Fewer than half of organizations today feel they have what they need to meet expectations

44%

say they have adequate tech to meet customer needs

47%

say they have proper data visibility to better understand customer context

45%

say they have tools that connect with teammates to resolve questions

Forrester 2021

Capture the Massive market opportunity for Contact Center

$75.5 billion USD

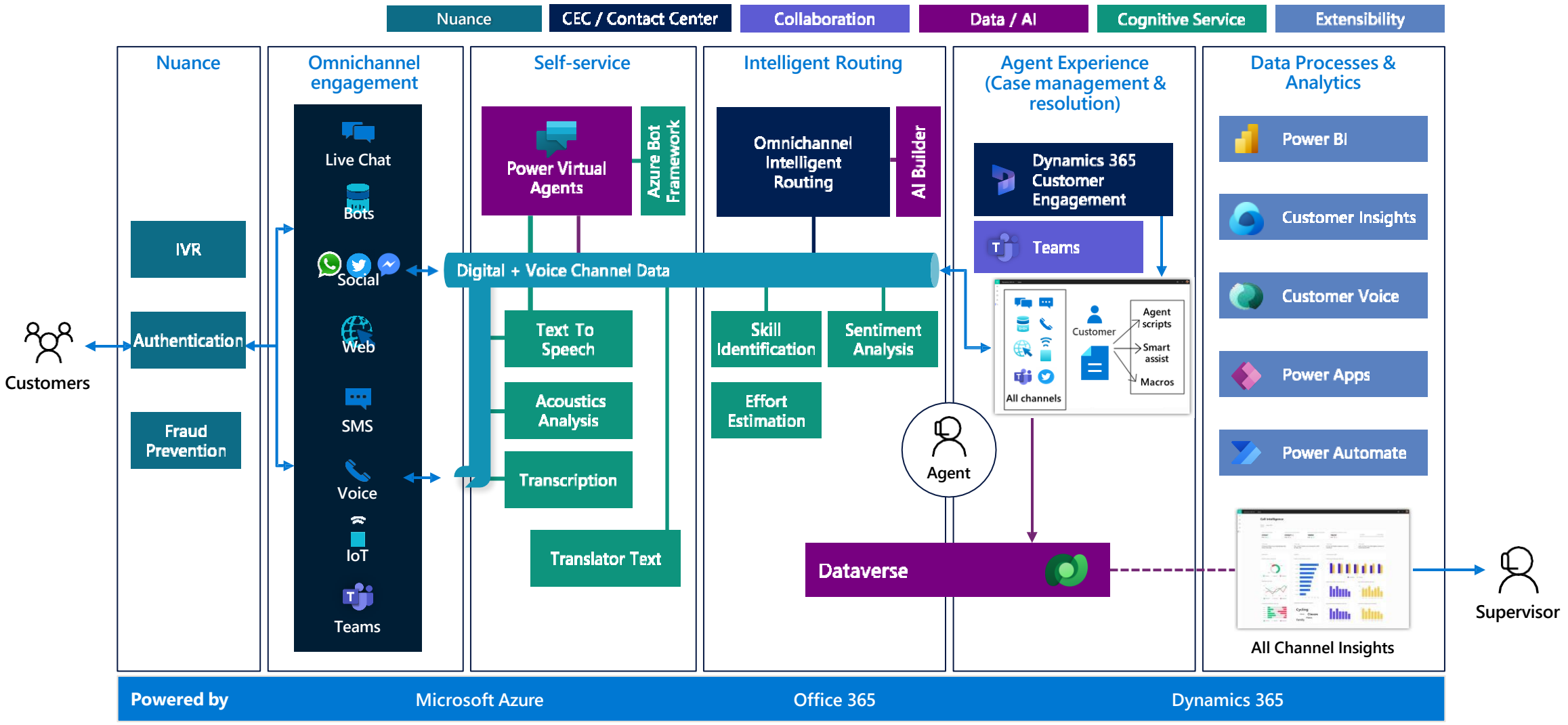
Estimated for global contact center market in 2026 at 20.9% CAGR over 6 years[1]

13x

Service-revenue to-licensing revenue for Dynamics 365 partners[2]

[1] Markets and Markets
[2] Forrester TEI study

Only CRM Vendor with End-to-End Digital Contact Center



Copilot for Service | Make agents' work more effortless

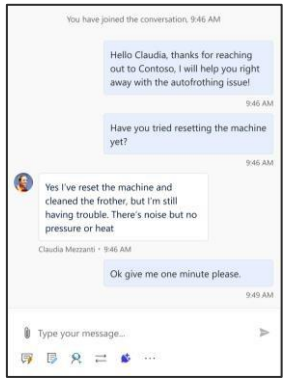
Resolve issues faster with Copilot

Chat with generative AI-powered Copilot that **can diagnose issues, ask follow up questions, gather information and provide solution, using internal knowledge,** historical cases and data from trusted websites

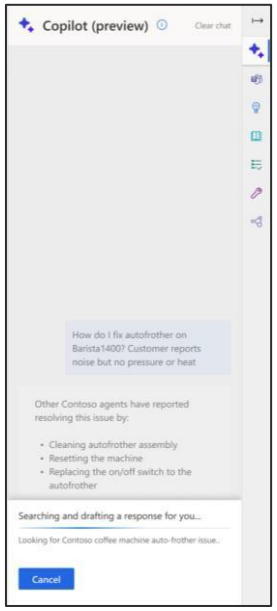
With one click, deliver tailored and **contextualized responses to any complex questions in real time through chat**

Create relevant and personalized email responses in seconds for complex issues that would normally take minutes or hours

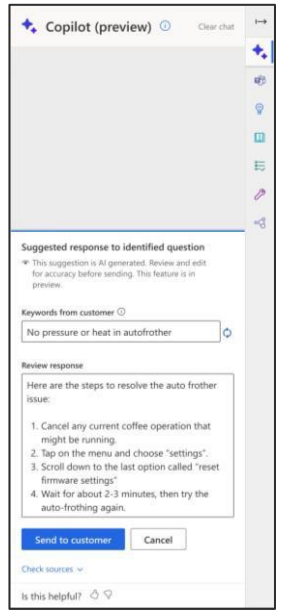
Get **automatic conversation summaries including notes, emails and conversations** to accelerate wrap ups and handoffs.



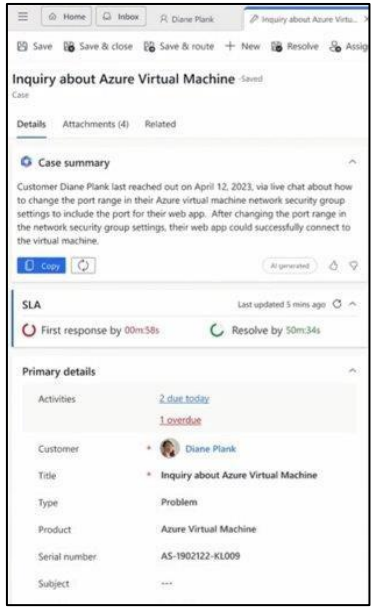
Single click chat answers



Conv dialog with Copilot



Email response generation

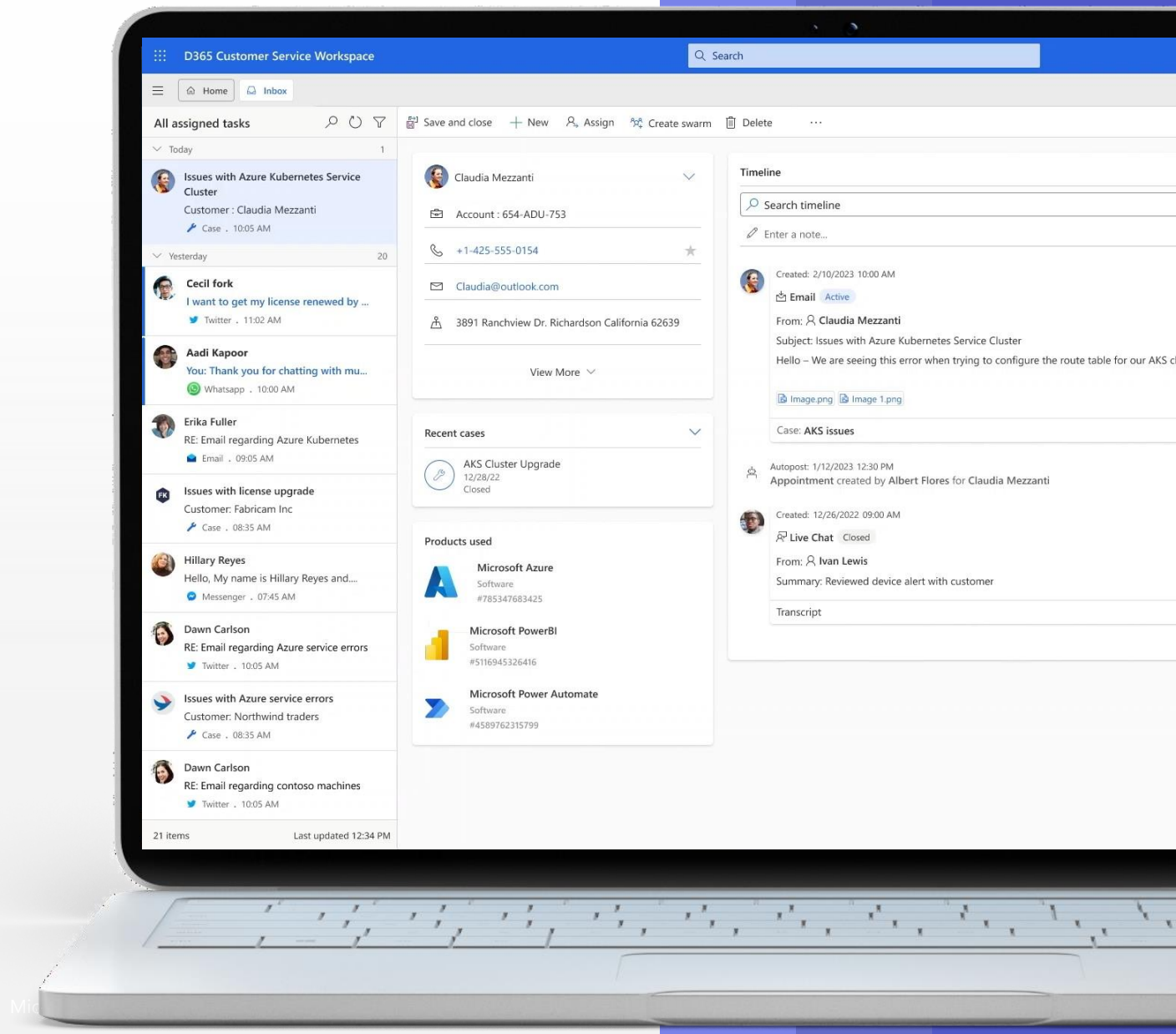


Case summarization

Copilot

in Dynamics 365

Customer Service



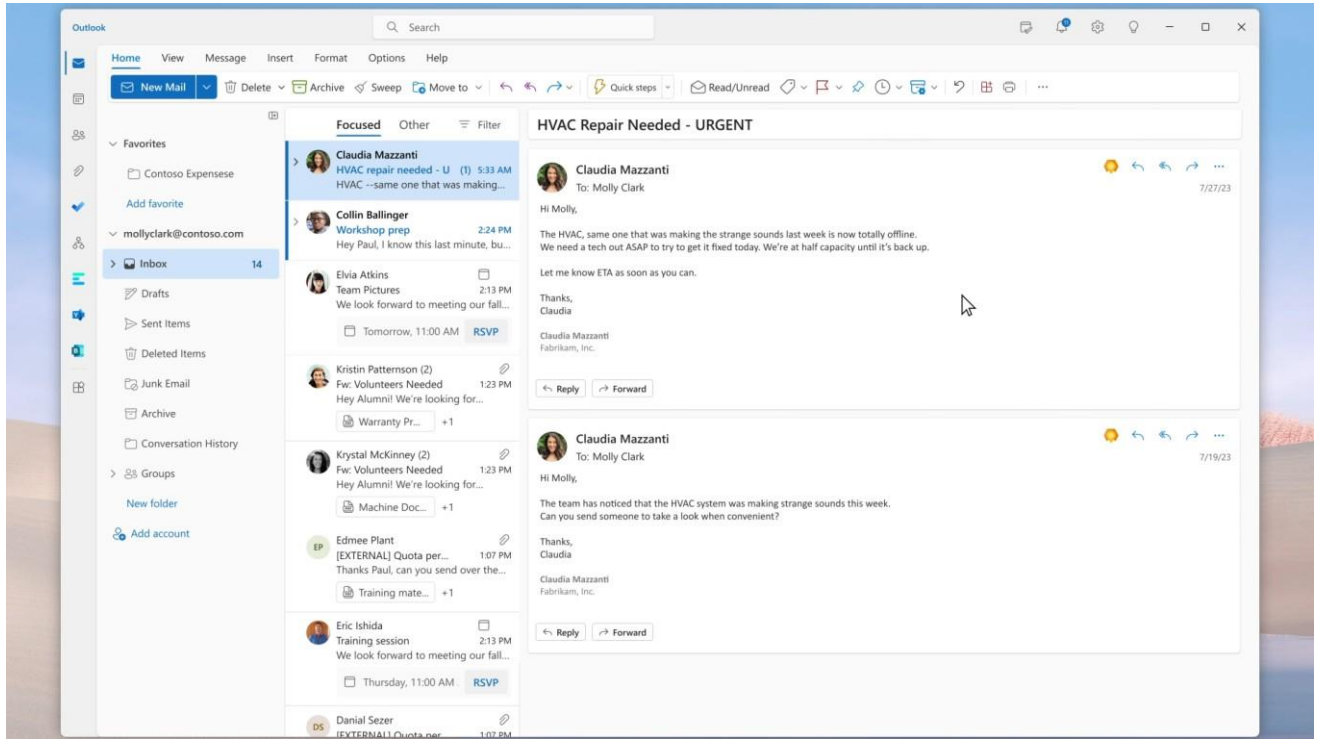
Field Service: Optimize service operations with AI assistance & insights

Streamline work order management with Copilot in the flow of work

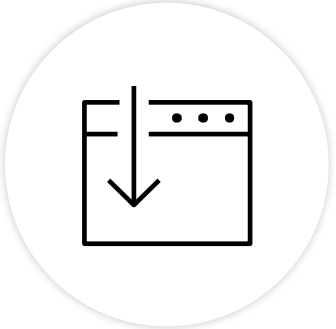
Accelerate work order creation in the frontline manager's flow of work within Outlook with Copilot helping pre-populate relevant data from customer emails

Streamline technician scheduling with Copilot offering data-driven recommendations based on travel time, availability, skillset, and other factors

Keep customers in the know with Copilot working alongside you to **draft responses to customer messages** by summarizing key details and next steps

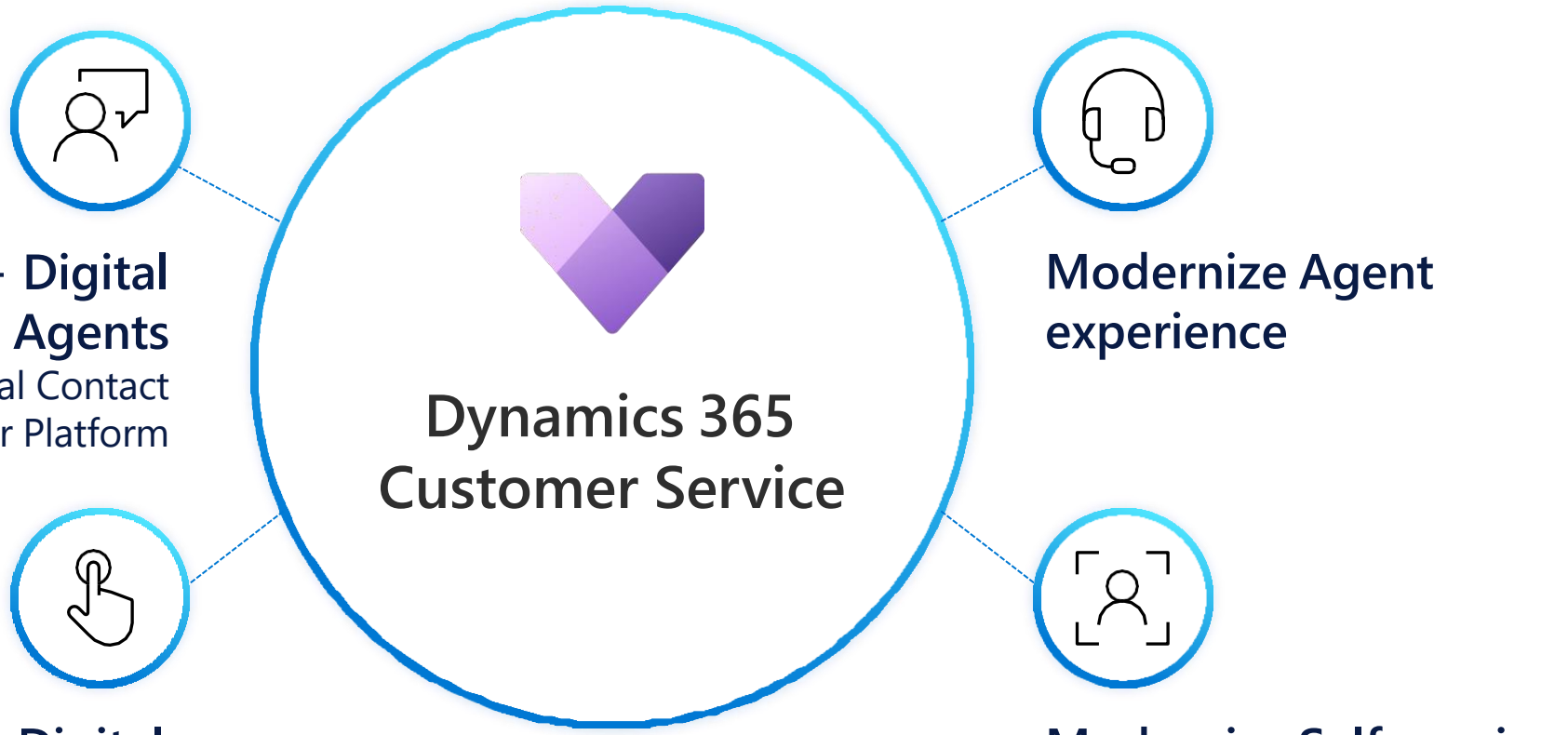


Position your customers for success with Dynamics 365 Customer Service



Create modern experiences with Dynamics 365 at the heart of customer service

systems



Microsoft Digital Contact Center Platform

systems

Engage

Chat | VA Chat | Social | Web | SMS | Email | Voice | IVR | VA Voice | Video | IoT | Teams

Targeting

Protect

Biometric Authentication | Fraud Protection

Execute

Unified Routing: Skill identification | Intelligent Classification | Adaptive Business Rule Engine | Automated Assignment

Customer Service:

Sentiment Analysis	Realtime Translation	AI-based suggestions	Universal Agent Desktop	Forecasting
Agent Guidance	Realtime Transcription	Case Management	Copilot	Scheduling
Knowledge Management	Knowledge Search Insights	Customer Service Insights	Agent Insights	Interaction Insights

Dynamics 365: Sales | Marketing | Field Service | Commerce | Human Resources

Orchestrate

Customer Journey Orchestration | 1:1 Personalization and Recommendations | AI-driven Journeys

Understand

Customer Data Platform | Customer Insights | Transactional | Demographic | Observational | Customer Voice

Create, Adapt, & Automate

Microsoft Dataverse (Common Data and Events) | Power BI | Power Apps | Power Automate | Power Virtual Agents

Collaborate

Modern work with context | Microsoft 365 | Teams | Context IQ

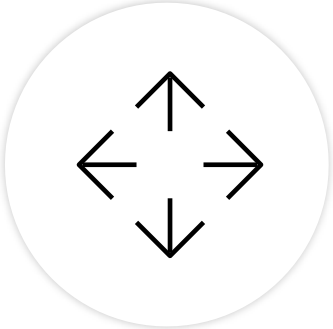
Deliver

Planet-scale cloud services | Azure Communication Services | Azure AI Platform | Azure Data Platform | Azure IoT Platform

Microsoft Confidential: Content is shared under NDA

systems

Expand your customer service implementations with the Microsoft Cloud



Create valuable customizations quickly

Microsoft Power Platform

The low-code platform that spans Office 365, Azure, Dynamics 365, and standalone applications

Power Apps
Application development

Power Automate
Process automation

Power BI
Business analytics

Power Virtual Agents
Intelligent bots

Power Pages
External websites

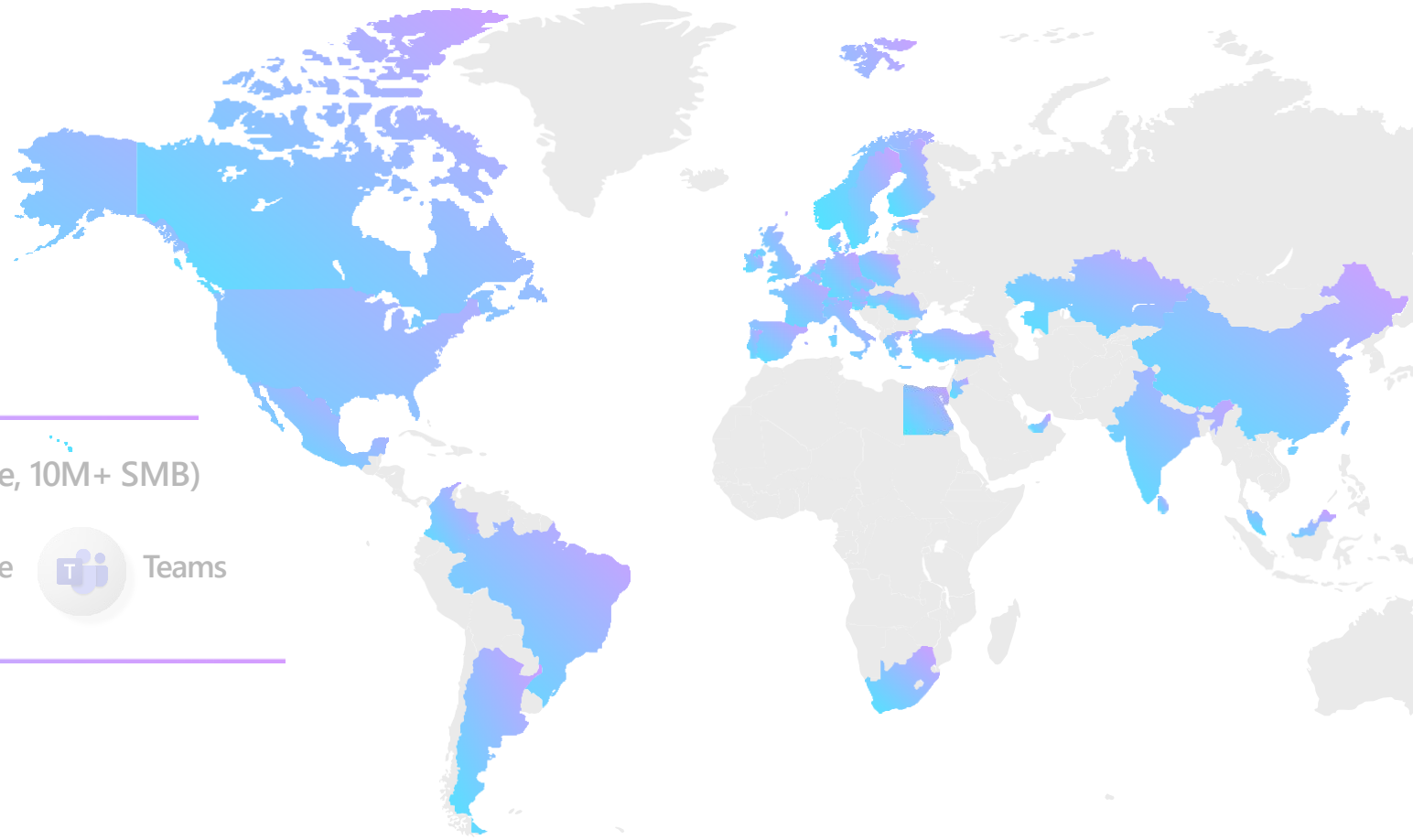
Built-in Connectors + Custom Connectors

Built-in connectivity to 1400+ cloud services, content services, databases, APIs, etc.

The Microsoft Service Journey: CSS Transformation

systems

10's of thousands of agents
92 contact centers
120countries
1B+ consumers
46 languages



Across consumer & commercial businesses (10K enterprise, 10M+ SMB)

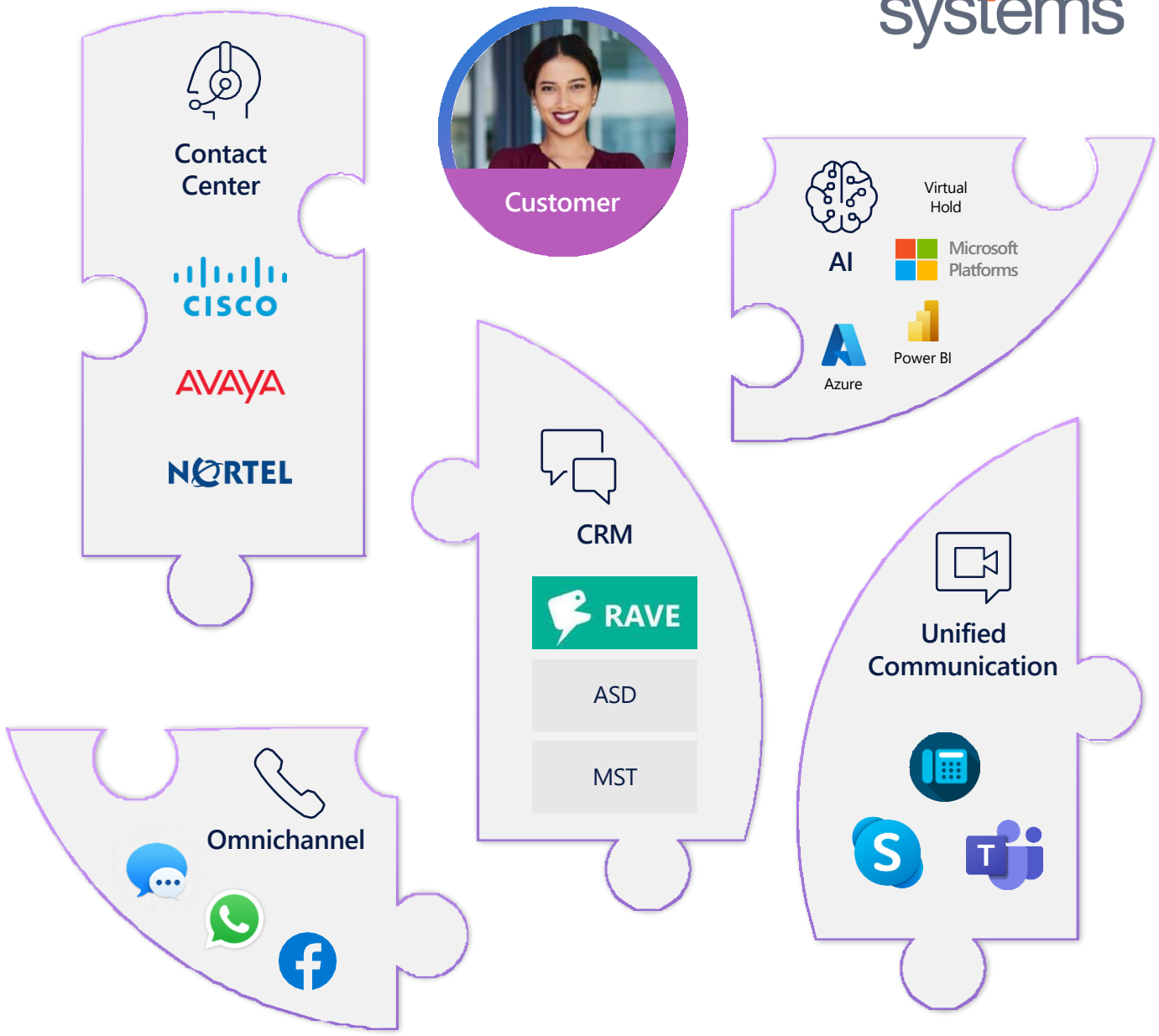
D365 Xbox Azure Office Teams

145M+ contacts

73M+ calls 61.2M emails 11.4M chats

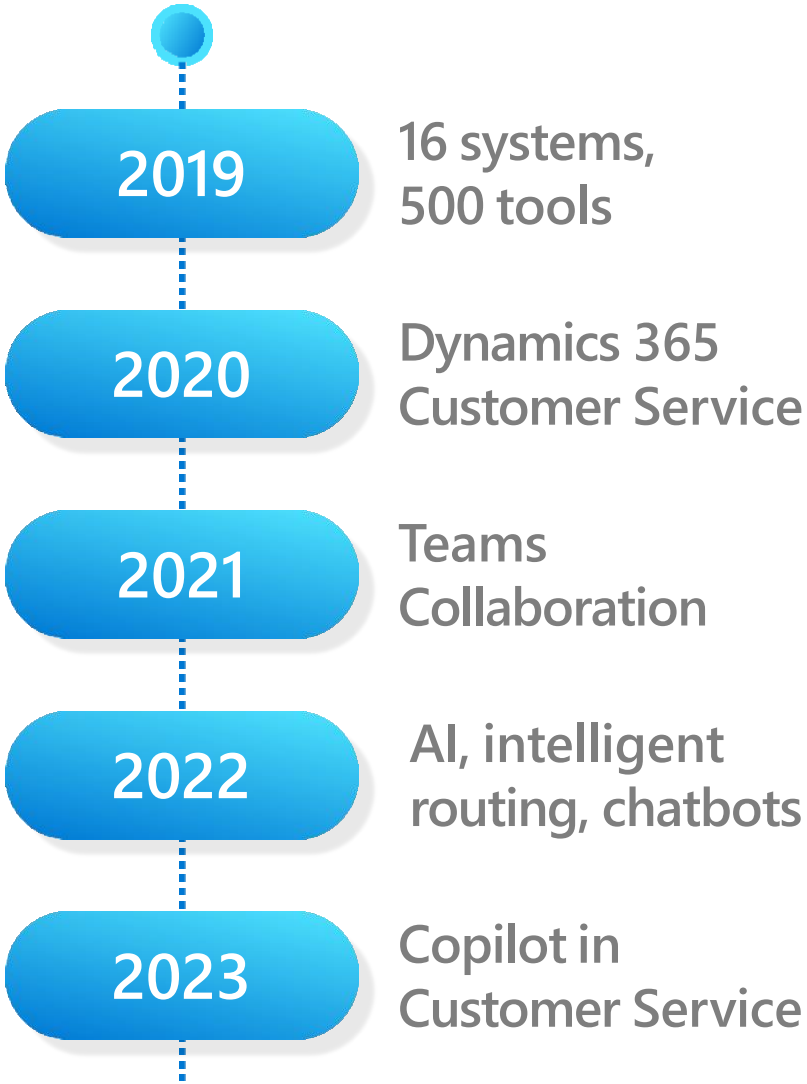
Microsoft Dynamics 365

Disparate solutions in 16 different systems and 500 tools and vendors to manage



Digital transformation journey to modernize Microsoft Support

systems



- **32% in self help**
- **20% in miss-routes**
- **31% in first call resolution**
- **12% in CSAT**

From agents to super agents…

systems

Office of Chief Economist, Wave 2 Study results of internal use of Copilot and Dynamics 365 Customer Service among Microsoft commercial business support engineers.

Agent success

Already in love with Copilot.
Using this to answer couple of my teammates' customer related queries!

Findings

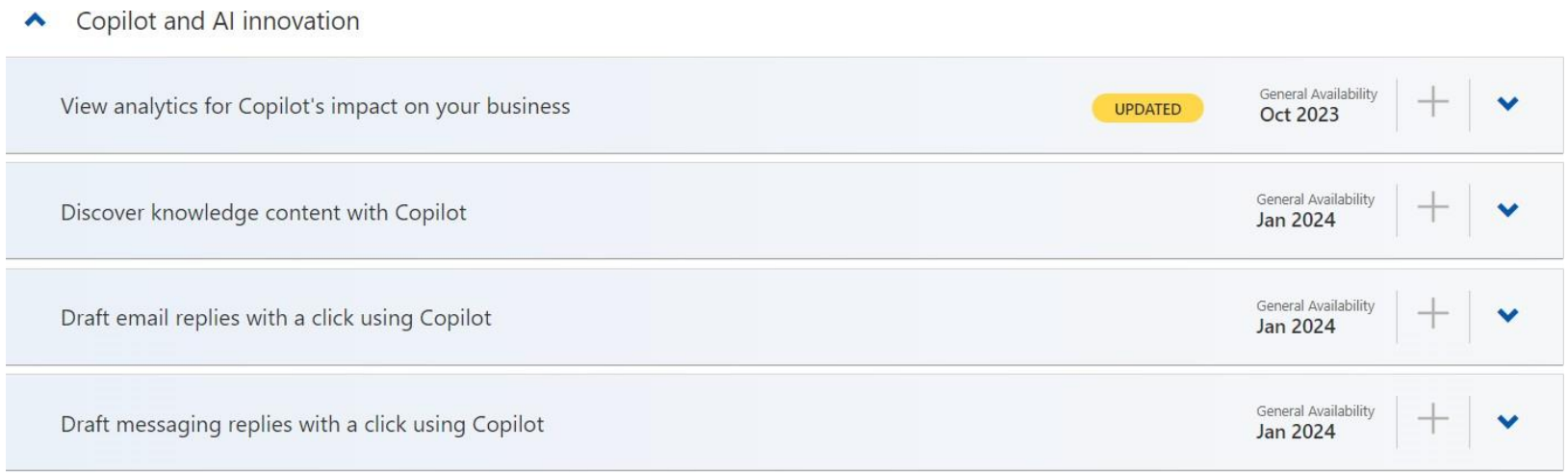
In one support business, **10% of cases** that normally require collaboration with peers were **resolved independently**

For low-severity chat cases in one area of our commercial support business, **average handling time decreased 12%**

Organized, updated knowledge sources in Copilot improved agent productivity and **improved average handling time by 12-16%** in some areas

systems

Partner Portal: Modernize Service Solution Play
Pitch Decks | Documentation | Videos | DCCP Practice Playbook

Learn how to build and grow your AI transformation practice
Grow your expertise | Monetize Services | Monetize IP

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