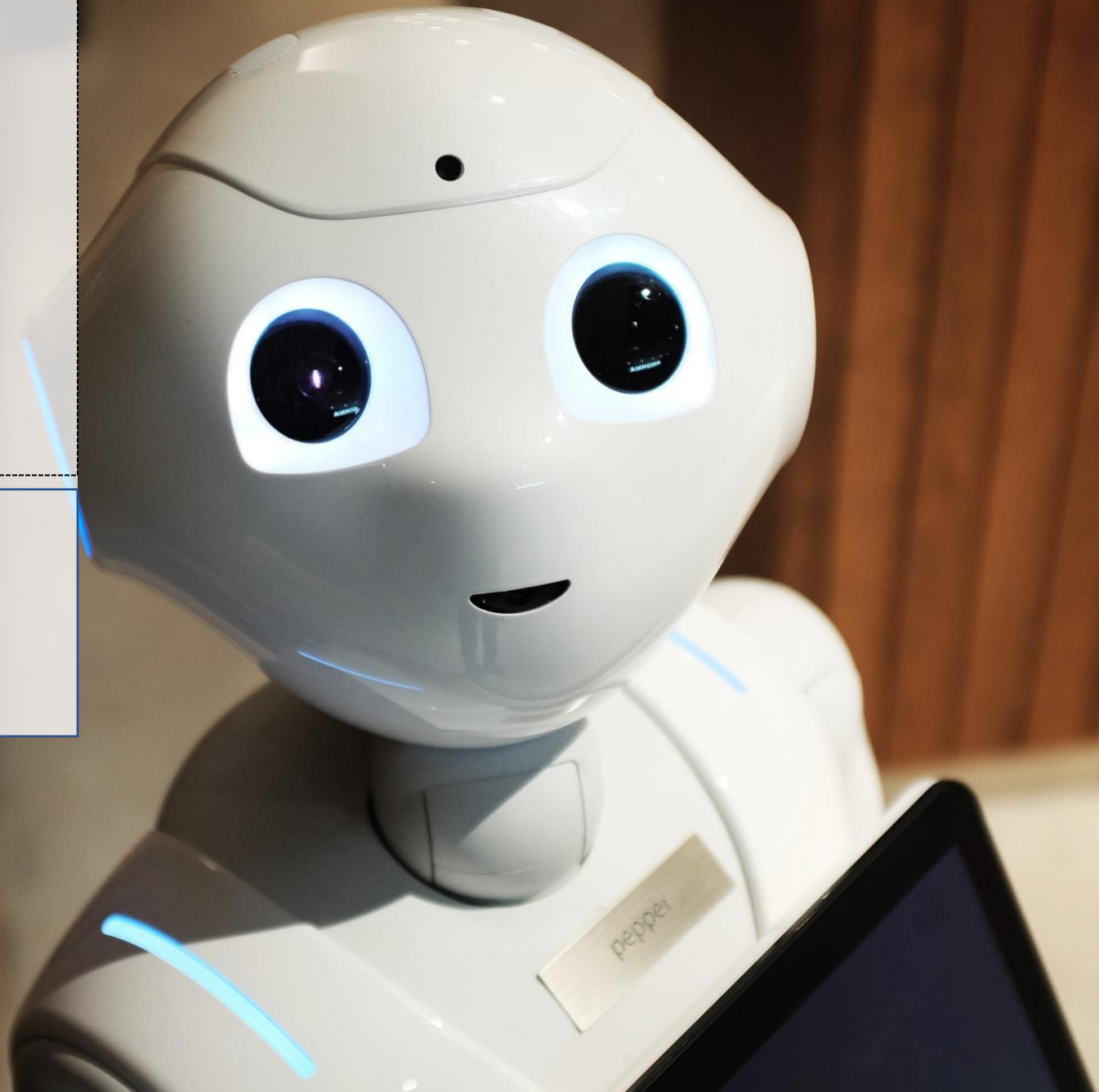Infosys Consulting
Services for
Microsoft Copilot
on Dynamics 365

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Leverage Dynamics 365 Copilot in your organization to achieve operational resilience, employee productivity and improved customer engagement & experience

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Challenges

- Significant manual efforts by employees
- Missed sales opportunities due to lack of market scenario and customer need clarity
- Highly time consuming and redundant processes
- Delays and Cost overruns due to supply chain disruptions, and longer product go-live schedules

The Generative AI market is expected to grow at a fast pace with research showing a CAGR of 24.40% from 2023 to 2030, growing to an overall 207 bn USD by 2030, making the need to leverage generative AI opportunities in organizational process a necessity

Ideal Solution

- Solution leveraging various AI capabilities to enhance employee productivity by automating and streamlining repetitive tasks
- Ability to segment customers and gather detailed insights using natural language
- Forecasting supply chain disruptions and being able to manage operations effectively

Dynamics 365 Copilot modules offer a conceptualized AI based experience to employees helping to increase their productivity, making daily tasks and customer engagement easier, along with achieving organization-wide operational resilience

Desired Outcomes

- Reducing time spent on manual tasks
- Simplified data exploration, audience segmentation and customer insights using natural language processing
- Interactive and amplified customer experience
- Optimized resource utilization and resilient operations throughout

Industry specific use cases

Persona driven approach to visualize and address day-in-the-life requirements

Maximized benefits from Dynamics 365 Copilot modules relevant to organization