

# Dynamics 365 Customer Service

Earn customers for life

## Deliver excellent customer service experiences anytime, anywhere.

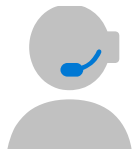
Dynamics 365 Customer Service empowers companies to provide a seamless, end-to-end customer service experience within a single solution built on the Microsoft cloud to deliver consistent, connected support across channels.



### 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 rich 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.