DynaTech | Systems | Microsoft Solutions Partner

Unleashing the Power of
Microsoft Dynamics 365
Customer Service

Elevating Customer Service with Dynamics 365

Microsoft Dynamics 365 Customer Service empowers service agents with tools for faster, seamless, and personalized experiences.

Automates and simplifies support processes with Copilot, enhancing customer satisfaction and increasing revenue.

Common Challenges in Customer Service

Disconnected and redundant data solutions.

Increasing volume of support requests.

Limited functionality of legacy systems leading to poor customer experiences.

Siloed customer data.

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Quantifiable Benefits of Dynamics 365 Customer Service

Improved agent productivity
$8.9M

Reclaimed time through better first-call resolution
$3.5M

Increased profit from new sales
$164.3K

Reduced misroutes
$1.2M

Decreased costs from retired solutions
$977.6K

Key Features Driving Success

Copilot Integration

Simplifies internal queries and enhances the agent experience.

Microsoft Ecosystem

Seamless integration with Dynamics 365 Sales, Power BI, and Microsoft Teams.

AI-Driven Automation

Boosts first-call resolution by 20%, reduces handling time by 40%.

Real-World Impact

First-Call Resolution

Increased by 20% due to 15% decrease in misrouted cases.

Agent Productivity

40% reduction in average handling time.

Revenue Growth

$113M improvement from upselling and better customer insights.

Cost Savings

$978K from retiring outdated support systems.

Implementation and Flexibility

- **Average migration time:** Nine months with a straightforward customization process.

- Cloud scalability and AI integration offer enhanced flexibility.

- Positive impact on key metrics like Net Promoter Score (NPS), handle time, and resolution rate.

Ready to Transform Your Customer Service?

- Embrace the future of customer support with Microsoft Dynamics 365 Customer Service.

- Experience unparalleled agent productivity, customer satisfaction, and revenue growth.

- Join the ranks of top companies leveraging AI-driven automation and seamless integration.

Explore how DynaTech Systems can help implement Dynamics 365 Customer Service in your organization.

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