

Copilot for Service Catalyst





The screenshot displays the Dynamics 365 Customer Service workspace interface. At the top, it shows 'Dynamics 365' and 'Customer Service workspace'. The main area is divided into several panels:

- My work items:** A list of tasks with columns for 'Today' (3 items) and 'Yesterday' (6 items). Each item includes the agent's name, queue, and status (e.g., 'Diane P., Return authorization, Active, Positive, 8:11 AM').
- Communication Panel:** A chat window with 'Diane P.' showing a conversation about a return authorization for a damaged coffee machine. The chat includes messages from the customer and the agent, and a 'Conversation summary' box at the bottom.
- Customer details:** A panel showing customer information for 'Serena D.', including account number, phone number, email, and address.
- Copilot:** A sidebar on the right with the heading 'Hi, what do you need?' and instructions to describe a problem to get an AI-generated answer. It also includes a 'Timeline' section with search and note-taking options, and 'Timeline highlights' with a list of recent events.

The interface is clean and modern, with a dark header and a light main content area. The Copilot sidebar is prominently displayed on the right side.

Is your company reaching its full potential customer service?

Designed for customer service professionals, Copilot for Service brings data and insights directly into the workflow to help agents save time, focus on customers, and resolve more issues efficiently.

-  **Automate** repetitive tasks.
-  **Unlock** data-driven insights.
-  **360° view** of customers.
-  **Optimize** operations for peak efficiency.



Deploy your Copilot for Service in 4 weeks

01

Consultation and needs
assessment planning

02

Configuration + Deployment

03

User training and onboarding

04

Q&A + 1 week user support



**Dynamics 365 Service
Copilot Catalyst**

**4 weeks
160 hours**

Up to \$26,000
(MS Programs eligible)

Guidance by departament



Using Copilot in
Finance



Using Copilot in
Human Resources



Using Copilot in
IT

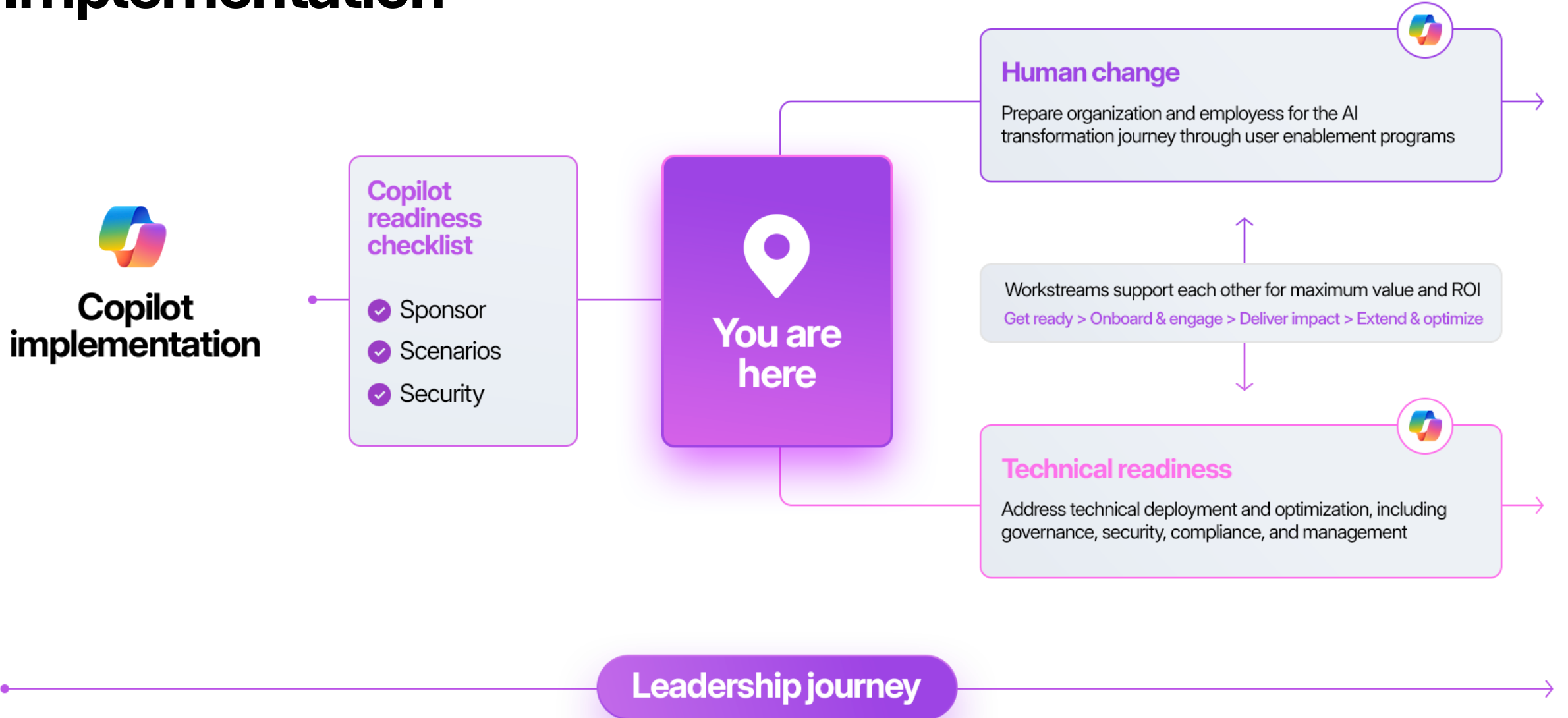


Using Copilot in
Marketing



Using Copilot in
Sales

Implementation



Expected Results with Copilot for Service Catalyst



80%

reduction in time spent on repetitive tasks.

Boost your team's productivity



50%

reduction in time spent on alignments and meetings.

Enhanced collaboration



30%

Improvement in case resolution

More efficient operations



Transform the way your company works

Measurable results in productivity, innovation, and sustainable growth.



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**Microsoft
Partner**



Business Applications
Data & AI Azure
Digital & App Innovation Azure