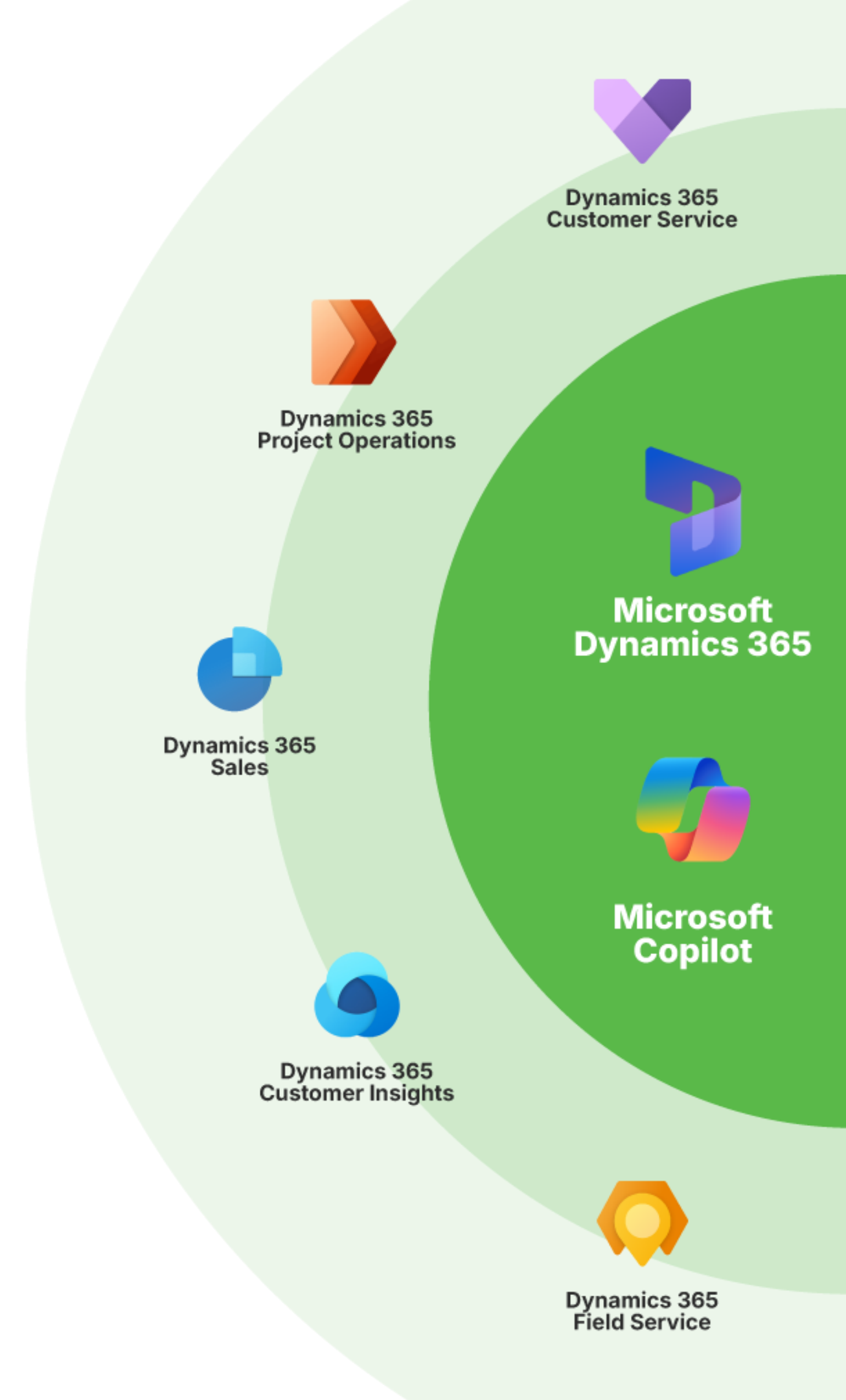




Empower Your Service Teams with Dynamics 365 Copilot





The Challenge

Business professionals spend **hours on repetitive tasks**, manual data entry, and navigating complex systems—leaving little time for strategic work and customer engagement.



The Solution

Copilot uses advanced AI and natural language processing to help teams generate content, automate tasks, and gain insights—just by describing what they need.

How Confiz can help transform your customer engagement?

At **Confiz**, we help organizations unlock Copilot's full potential across Dynamics 365 Customer Engagement apps with:

- Strategic assessment
- Seamless implementation
- Ongoing support

Why Confiz?

- ✓ Certified Dynamics 365 & Copilot experts
- ✓ Proven AI integration strategies
- ✓ Measurable efficiency and faster decision-making

Let AI do the heavy lifting—so your teams can focus on what matters most.



Dynamics 365 Sales & Copilot

Copilot empowers sellers by minimizing manual tasks and surfacing AI-powered recommendations, helping teams close deals faster.

Productivity & Efficiency Gains:

- **66% of sales reps' time** is typically spent on non-selling tasks – Forrester. Copilot automates email drafting, meeting summaries, and data updates, reclaiming hours each week.
- AI-driven suggestions improve **deal win rates by up to 15%**
- Real-time conversation intelligence increases **seller responsiveness by 30%**





Dynamics Customer Service & Copilot

Support teams resolve cases faster with AI-assisted replies, summarized histories, and contextual knowledge surfaced instantly.

Productivity & Efficiency Gains:

- Agents spend **25–30% less time** per case with Copilot-enabled workflows.
- Suggested replies and resolution articles reduce average handling time (AHT) by up to **20%**.
- AI-generated knowledge articles from resolved tickets help scale support with **up to 35% more deflection** through self-service channels.



Dynamics Customer Insights & Copilot

With Copilot, marketers and sales teams gain deeper visibility into customer behavior and preferences, driving smarter personalization.

Productivity & Efficiency Gains:

- Brands using AI-driven segmentation see **10–20% higher campaign ROI** (McKinsey).
- Copilot can reduce time spent on customer data analysis and persona building by up to **50%**.
- Instant profile summaries and predictive analytics improve engagement strategies and shorten decision cycles.





Dynamics Field Service & Copilot

Copilot helps dispatchers, technicians, and service managers increase first-time fix rates and reduce time spent on documentation.

Productivity & Efficiency Gains:

- AI-powered scheduling optimization improves technician utilization by **20–30%**.
- Auto-generated work summaries reduce administrative overhead by **up to 40%**.
- Intelligent assistance helps achieve **12% higher first-time fix rates**, improving customer satisfaction.



Dynamics Project Operations & Copilot

Project managers and teams benefit from Copilot's ability to streamline planning, resource allocation, and performance tracking.

Productivity & Efficiency Gains:

- AI-based forecasting tools reduce project planning time by
- **25–35%.**
- Copilot speeds up status reporting and stakeholder communication, cutting update prep time in half.
- Early risk identification and resource optimization lower project delays by **15%.**



Schedule a consultation

Book a consultation today and unlock the full potential of Microsoft Dynamics 365 Copilot to streamline operations and achieve sustainable growth.

Get in touch at:



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www.confiz.com



About Us

Confiz is a global technology solutions and consulting company, empowering forward-thinking enterprises, including Fortune 100s, to strengthen and transform their digital core. Our expertise spans Dynamics 365 ERP & CRM, Managed Cloud Services, Bespoke Software Development, Data & Enterprise AI, and Microsoft Power Platform services.

With 18+ years of experience and a team of 700+ experts, we are recognized for our commitment to innovation, industry expertise, and a global outlook. Operating across the NA, EU, GCC, ANZ and APAC, and backed by six Global Development Centers, we drive business growth through cutting-edge solutions, enabling our clients worldwide to build a better future - today and tomorrow.

