



Dynamics 365 Customer Service

Build lasting relationships with your customers

Dynamics 365 Customer Service is an application that helps you provide **fast and personalized support** to your customers across channels.

It enables you to manage cases, service level agreements, knowledge articles, and more.

It uses AI and natural language to help you automate processes, route cases, resolve issues, and generate service insights.

Benefits of D365 Customer Service

- Dynamics 365 Customer Service helps you increase customer satisfaction and loyalty by delivering consistent and reliable service experiences.
- It helps you empower your agents and supervisors to work more efficiently and effectively by providing them with the right tools and information.
- It helps you reduce costs and improve operational efficiency by optimizing resources and workflows.



How to get started with D365 Customer Service

- You can try Dynamics 365 Customer Service **for free** and test it with your **own customer data**
- You can also purchase it as a **standalone application** or as part of a plan that includes other Dynamics 365 applications.
- You can **integrate** it with other Dynamics 365 applications, such as Marketing, Sales, Commerce, and more.

Omnichannel for Customer Service

Add-on to Dynamics365 Customer Service that enables organizations to instantly connect and engage with their customers across digital messaging channels like Live Chat, voice, and SMS.

Choose Digia as your Microsoft Solutions Partner



2023/2024
INNERCIRCLE
for Microsoft Business Applications

Continuity and ongoing development to your business

Scales from the need for light application support and user guidance to a wide-ranging service framework for business-critical system development.

Modularity enables maintenance and development predictably, at an agreed cost level.

Customizability: It is possible to modify the content of the service and thus also the cost during its life cycle.

- Support and monitoring service from Finland. Service in Finnish and English.
- Service levels according to the criticality of the solution, even with 24/7 service.
- Processes that follow the ITIL best practices.
- Ability to manage multi-vendor environments.

We care about the **peace of mind** of our clients.