MICROSOFT COPILOT FOR SERVICE ENABLEMENT & ADVISORY

Empower your agents to deliver faster, smarter, and more consistent customer service. Evincible Solutions helps you deploy Microsoft Copilot for Service within Dynamics 365 Customer Service, enabling AI-powered case summaries, response suggestions, and knowledge search that reduce handling time and improve customer satisfaction.

- Power Apps
- Power BI
- Power Automate
- Copilot

Microsoft 365

Copilot

Evincible Solutions

KEY BENEFITS

Shorten average handling time with AI case summaries

Improve first contact resolution with real-time knowledge suggestions

Standardize responses for consistent customer experiences

Boost agent productivity and morale with automation

Enhance customer satisfaction (CSAT) and lower support costs

Evincible Solutions

WHAT'S INCLUDED

01

Readiness assessment and discovery session

02

Configuration of Copilot for Service inside D365 Customer Service

03

Agent and supervisor enablement training

04

ROI tracking and adoption roadmap

WHO SHOULD ATTEND

Contact center leaders, customer service managers, and support teams seeking to modernize service operations.

WHY EVINCIBLE SOLUTIONS

- ↗ Specialists in AI-powered customer service transformation
- ↗ Experience with enterprise contact center deployments
- ↗ Microsoft-certified consultants with industry expertise

Book your Copilot for Service enablement session

with **Evincible** Solutions

Copilot