



the results company

D365 Customer Insights – Journeys Offering

Dynamics 365 Customer Insights – Journeys

Build engaging experiences by unifying customer data with real-time journeys and Copilot in Customer Insights.

Microsoft Dynamics 365 Customer Insights empowers organizations by seamlessly integrating customer data, real-time journeys, and AI-powered Copilot capabilities. This powerful combination enables businesses to create personalized and engaging experiences that drive customer satisfaction, loyalty, and business growth.

D365 Customer Insights - Journeys Key Features



Real-Time Journeys

Create personalized, automated customer journeys triggered by real-time events like form submissions or purchases.



AI-Powered Copilot Assistance

Speed up content creation, get subject line suggestions, and receive insights to optimize journeys.



Customer Segmentation

Build dynamic or static segments using demographics, behaviors, or custom attributes for targeted messaging.



Event and Webinar Management

Plan and manage in-person or online events with built-in registration, attendance tracking, and follow-up tools.



Multi-Channel Campaigns

Deliver coordinated messages via email, SMS, push notifications, and more—with built-in A/B testing.



Integration with Sales and Customer Data

Align marketing with sales by accessing unified customer profiles and tracking campaign impact on pipeline and revenue.

HSO's D365 Customer Insights – Journey Implementation

Experience the full potential of Customer Insights Journey with our experts. Together, we'll reimagine your customer experience.

Scope	Valued at:
<ul style="list-style-type: none">• Two Instances Provisioned: Development and Production environments.• Comprehensive Gap Analysis: Up to 2 sessions to identify and document requirements in DevOps.• Final Review: Thorough review of identified gaps with your team.• Table Management: Creation/modification of 15 fields, one form, two views, and one business process flow.• Feature Setup: One example setup for each key feature of the Customer Insights – Journey module.• Training & Support: Expert training and ongoing support for seamless adoption.• Seamless Integrations: Out-of-the-box connectors for Microsoft software.• Security Model Setup: Simple implementation with up to two new/modified roles.• Post Go-Live Support: 28-day stabilization period covering defects from configuration work.	<p>\$59,000*</p> <p><i>*price varies by location and project requirements</i></p>

Customer Value:

Expert implementation of Customer Insights - Journeys enhances customer understanding, optimizes data management, provides tailored training and support, and ensures post-go-live stabilization, leading to more informed decision-making, superior customer engagement, and heightened operational efficiency.

