

Cognizant's Dynamics 365 Customer Service

Resolve customer issues faster, while offering relevant and personalized recommendations

Deliver superior customer service experience with streamlined agent workflows that take advantage of real-time assistance with context specific information. Generate case and conversation summaries and, automate time-consuming tasks so your agents can focus delivering high-quality service. Extend your workflow with Copilot Studio for AI-powered copilots to enhance the agent experience and deliver superior customer service.

Resolve service cases faster and boost agent's productivity with AI.

- Review Copilot-generated case summaries using CRM data to quickly assess case progress and decrease onboarding time.
- Create tailored emails and contextual follow-ups using email conversations and CRM data to speed up responses.
- For quick wrap-ups and handoffs, use automatic discussion summaries instead of writing or skimming
- Connect to trusted knowledge sources including contact center systems, public websites, SharePoint, knowledgebase articles, and offline files.
- Copilot provides agents with personalized, appropriate responses based on CRM data, corporate expertise, prior situations, and customer interaction data.
- Customize with no-code Microsoft Copilot Studio—add additional topics, automate actions and workflows

