

# Customer Service Agent

Automate customer service with **AI-powered** voice interactions



## The challenge: Voice channels don't scale anymore

Call centers are still a primary channel for order changes, delivery queries, and complaints, especially in retail, fashion, and service-heavy industries. But most organizations face the same problems:



**Long** call queues and **frustrated** customers



Agents spending time on **repetitive order changes** and **status checks**



**Manual** updates in **ERP** systems leading to **errors** and **escalations**



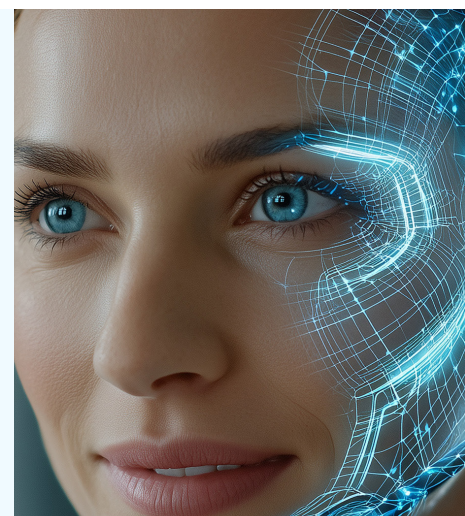
**Limited** after-hours support across **regions** and **languages**

Scaling human-based call handling increases cost but doesn't improve experience.

## Visionet Customer Service Agent: **AI** that actually does the work

The agent integrates seamlessly with Dynamics 365 Finance & Operations, handling tasks end to end:

- Verifying orders
- Rule-based Complaint management
- Checking inventory
- Managing returns, exchanges, or refunds
- Updating orders



All without human intervention, unless needed.

# What the agent can handle



## Order verification, updates, and changes

Using voice commands, customers can speak naturally to request order modifications. The agent:

- Verifies the customer's order and identity
- Checks real-time inventory availability
- Updates order lines (quantity, color, item additions or removals)
- Applies business rules before submitting updates in Dynamics 365



## Rule-based complaint management

The agent understands real-world customer issues such as:

- "My shipment hasn't arrived. Can you check and resolve this?"
- "I received the wrong item. I need this corrected."
- "Part of my order is missing. Please initiate the next steps."
- "The product arrived damaged. I want a replacement or refund."
- "Can you investigate my delivery issue and update the order?"

Based on the request, the agent **verifies** order details, **validates** the issue against business rules, updates the ERP system, and initiates the appropriate resolution workflow — including replacement, exchange, or refund — with automatic confirmation



# Why it works (and why customers like it)



**Natural voice interaction:** Feels human, not robotic



**Always-on availability:** 24/7 support across time zones



**Multi-lingual by design:** Serves global customers without scaling teams



**ERP-native execution:** Changes are real, not just logged



## Measurable outcomes

### Automation

in repetitive support cases and order changes

### Improvement

in first-contact resolution

### Fewer order-edit errors,

reducing escalations to human agents

### Shorter call queues and improved

customer satisfaction

### Consistent service quality,

day or night, across regions and languages

## Built on Microsoft, designed for scale

The Customer Service Agent is built on:

→ **Microsoft Copilot Studio**  
for conversational intelligence

→ **Dynamics 365 Finance & Operations**  
as the ERP/ back-office system of record

→ **Secure workflows**  
for enterprise-grade automation

No replacement of existing systems.  
No disruption to operations.  
Just intelligent automation layered on top.

# Timeline and deployment



## Native Microsoft Dynamics integration

The Customer Service Agent works natively with Microsoft Dynamics 365, enabling direct execution of orders, cases, and workflows without custom middleware or manual intervention.



## Cloud-based and enterprise-ready

Delivered as a secure, scalable cloud solution that aligns with modern enterprise IT and security standards.



## Designed for call center ecosystems

Supports integration with third-party call center platforms, allowing organizations to embed AI-driven voice automation into existing customer service operations.



## Ready to deploy

Pre-built capabilities and standardized integration patterns enable rapid deployment—helping organizations move from pilot to production quickly.

## The Customer Service Agent **fre**es people from repetitive work.

### Customers get:

- Faster responses
- Fewer handoffs
- Anytime, anywhere, multilingual support



### Teams get:

- Lower operational load
- Higher accuracy
- More capacity for complex cases

## This is a practical AI, built for real operations

**Ready to modernize customer service without adding headcount?**

Let's talk timelines, Dynamics 365 integration, or set up a quick demo of the Customer Service Agent in action.