

MICROSOFT DYNAMICS 365 CUSTOMER SERVICE

Build Lasting Customer Relationships



Centralised Customer Data

Store all customer information in one place for quick and easy access.

Omnichannel Communication

Engage with customers on their preferred platforms like WhatsApp or Facebook Messenger.



Streamlined Case Management

Easily track and resolve customer issues to improve service efficiency.

Create Quality Content

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Performance & Productivity

Monitor key metrics with reports and dashboards to optimise your team's efficiency.

AI-Powered Integration

Leverage cutting-edge AI tools like Microsoft Power Virtual Agents and Customer Insights to improve automation and decision-making



SMS | DYNAMICS 365

