monpellier
Inspired business solutions

Microsoft Dynamics 365 Customer Service

Capabilities

Engage with customers on any channel or device

Create effortless support experiences

Make it easy to find answers through self-service, community, or social channels. Intelligently route cases from any channel to the right agent for quick resolution.

Use AI through virtual agents

Automate resolution and free up agents for high-value interactions. Built on the most powerful AI customer service framework in the market, service bots are smart, fast, and always available.

HP uses artificial intelligence to transform its customer support experience.

Resolve issues with predictive care

Keep customers happy by avoiding service and support issues. Analyse data from connected devices and take action before warning signs become a problem.
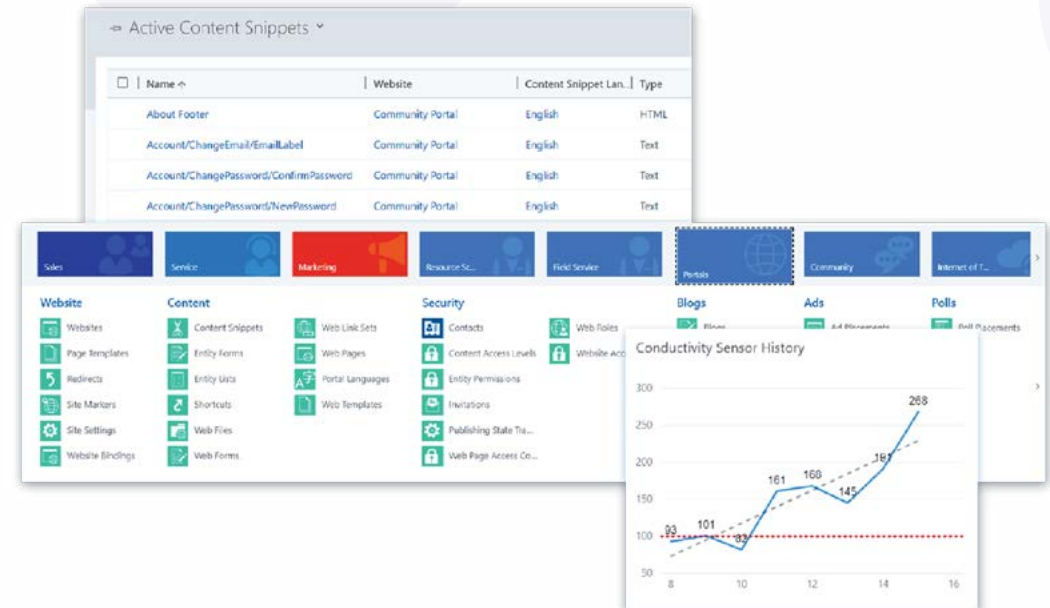
Deliver fast, personalised service and support

Guide agents to optimal outcomes

Intelligent automation dynamically guides agents to the right actions by surfacing relevant information exactly when they need it through a single interface.
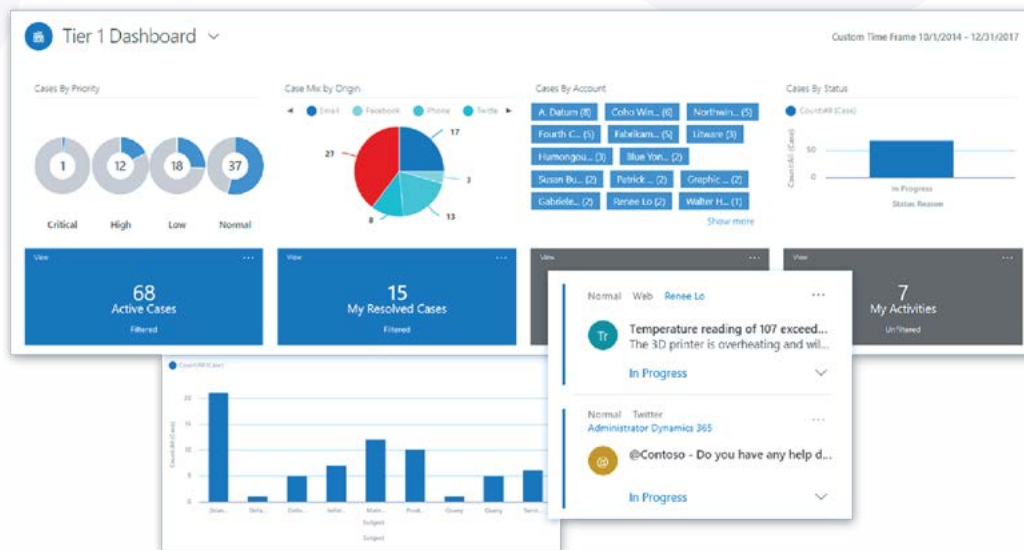
Personalise service with a complete customer view

Manage resource assignments across multiple work orders Deliver value at every touchpoint. A 360-degree view of each customer's journey enables agents to anticipate needs and personalise every interaction.

Empower agents with AI customer service assistants

Empower agents to be more productive and avoid escalations. Agent-facing bots use contextual data about customers and your business to make smart recommendations.

Capitalise on revenue opportunities

Use service and support as an upsell or cross-sell opportunity by empowering agents with machine learning driven recommendations.

Learn from every interaction

Learn from your customers

Create opportunities to improve the service experience through direct survey feedback, discussion forums, and social listening.

Turn insights into action

Improve service through targeted analysis of contact centre operations and business-critical data. Promote optimal behaviour with individual games and team competition.

Speed onboarding and adoption

Quickly onboard new agents and keep them up to date on new features and identified best practices with tailored in-app learning that's always available.

Enable an agile support model

Optimise staffing levels and allocate resources based on popular channels, trending issues, and required skills to address fluctuations that occur daily and over time.

Innovate with a modern and adaptable platform

Adapt quickly

Accelerate time to market and adapt the application to your needs with no-code visual editors and tools that make is easy to build and deploy web and mobile apps.

Unify your service environment

Automate processes across Dynamics 365 applications and third-party systems for better engagement experiences.

Invest with confidence

Reduce the cost, time, and complexity of operating a global infrastructure, and trust our state-of-the-art datacenters to safeguard your data.

Drive innovation

Transform your customer interactions with AI-powered insights that guide your teams to the right business outcomes.

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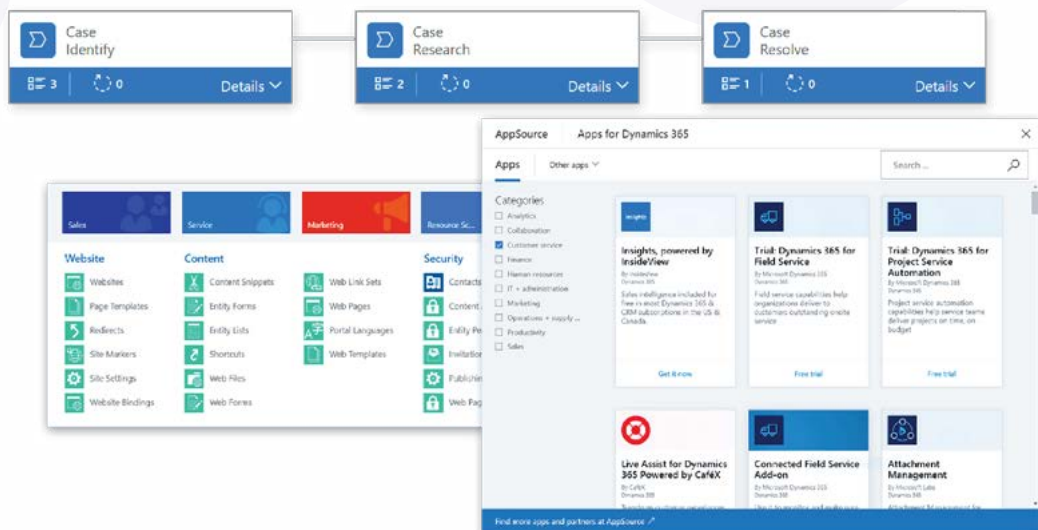
Find out more about **Microsoft Dynamics 365**

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