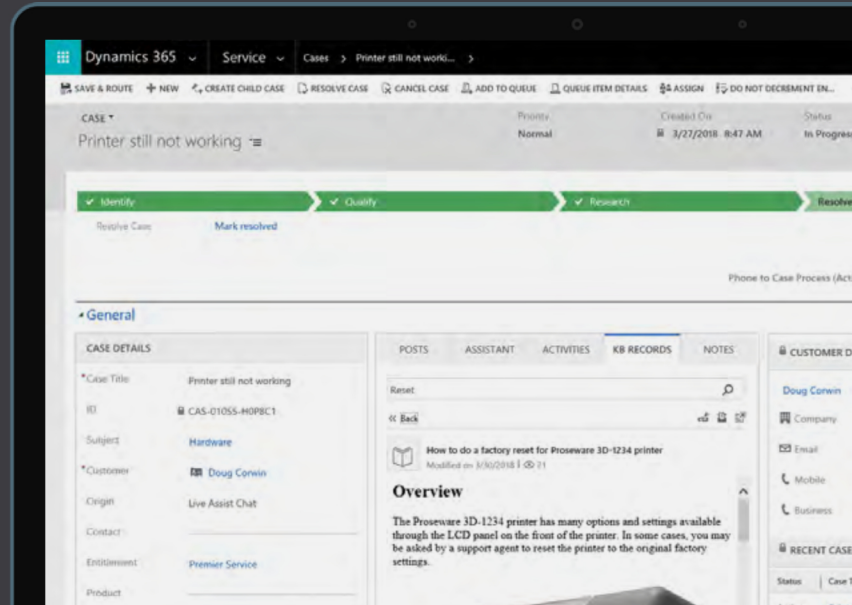**Microsoft**

Create lifetime customers

Microsoft Dynamics 365 for Customer Service empowers customers and agents with the tools they need to ensure quick and accurate resolutions, every time.

"As this data feeds into one location, staff can cut down on administration and spend more quality time with the customer."

Robert Aitken
CIO, Beyond Bank Australia

Dynamics 365 for Customer Service helps brands build loyalty and advocacy by delivering effortless service experiences.

Full omni-channel engagement lets customers connect anytime, anywhere, on the channel of their choice and convenience. A single agent interface driven by automation and artificial intelligence (AI) provide access to everything necessary for highly personalized service. Guided, intelligent service improves agent productivity, speeds resolutions, avoids escalations, and creates better customer experiences.

Reasons to Modernize Your Customer Service

Provide more personalized support
Intelligent automation dynamically guides agents to the right actions by surfacing relevant information exactly when they need it through a single interface.

61% of customers have **switched brands** due to **poor customer service**.[1]

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

Only 16% of support calls are resolved within the first 5 minutes, and only 45% of issues are resolved the first time.[2]

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

51% of businesses **use artificial intelligence** tools to help cross-sell and upsell customers.[3]

Turn insight into action
Deliver critical insights that drive results through personalized dashboards. Drill into details using natural language recognition capabilities and interactive data visualizations.

80% of agents feel it's **important to have intuitive, easy-to-use software** to manage customer interactions; yet only 35% say that this is fully available to them.[4]

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SOLUTIONS

Dynamics 365 for Customer Service

Contact us for more information: https://www.narolasolutions.com/customer-service