Dynamics 365 Customer Service

Dynamics 365 Customer Service provides all the tools to deliver a personalised and proactive service across multiple channels to drive loyalty and improve customer retention. Dynamics 365 Customer Service allows you to deliver intelligent service and support on any channel.

Key Features

> **Manage and track customer issues**

> **Develop customer loyalty by providing your end-users with a personalised service**

> **Resolve issues quickly using data analysis and predictive care**

> **Unify customer service systems into a single source of customer data**

> **Use service bots (AI) to increase service availability**

> **Automate processes to guarantee optimal outcomes**

> **Create upsell or cross-sell opportunities using contextual customer data**

> **Allow customers to self-serve by searching knowledge base for issue resolution materials and how-to guides**

Get in touch

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