

Earn customers for life with **Dynamics 365** **Customer Service**

Make it easier for customers to engage with you by personalising customer experiences, opening more communication channels, and providing self-serve capabilities.

Why implement Dynamics 365 Customer Service?

1. **AI agent assistance:** Facilitate agent productivity with real-time insights, visibility into active conversations, and proactive suggestions.
2. **Voice channel:** Easily configure phone systems for agents to aid customers on a scalable platform built, owned, and operated by Microsoft.
3. **Predictive targeting:** Analyse customer behaviour and data to boost revenue and customer satisfaction.
4. **Customer journey analytics:** Customise offers and suggestions by obtaining insights into how consumers interact with the brand throughout their journey.
5. **Digital engagement:** Give customers faster service on their preferred digital channel, whether it's via text message, email, virtual assistant, or social network.
6. **Knowledge management:** Provide customers instant access to the appropriate content and knowledge articles.

How Dynamics 365 for Customer Service can help in exceeding customer expectations

- Respond in real-time with the help of AI-powered virtual assistants and chatbots.
- Connect with customers on their preferred channel and deliver consistent experiences.
- Provide your agents with the capability of quickly tracking and resolving customers' issues.
- Give agents a complete picture of the client's profile and prior interactions with your support team.

ABOUT DOGMA

The Dogma Group is a progressive digital transformation company committed to delivering the digital imperative and becoming the most trusted advisor to its clientele.

Are you in search of a solution that enhances your customer experiences?

Many of our clients have witnessed the power of Dynamics 365 Customer Service with us. You can be next!

[Contact us on](#)

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