

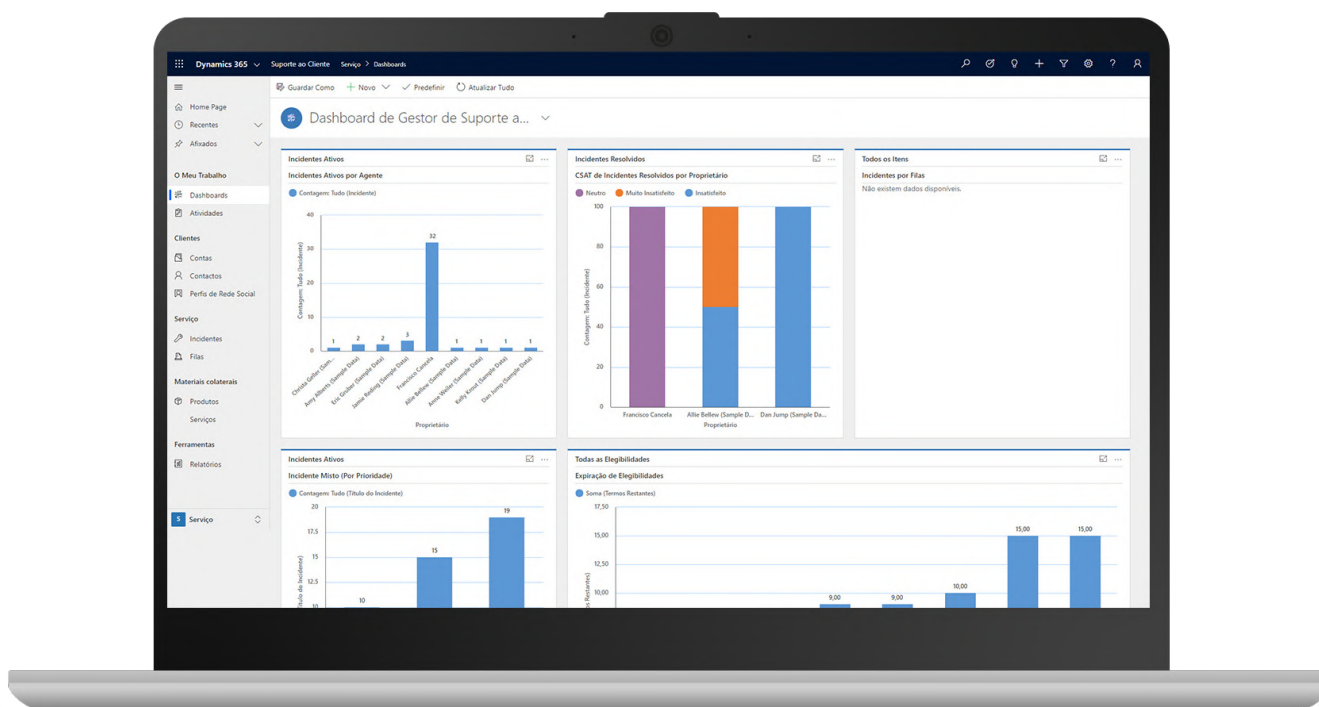
DYNAMICS 365 CUSTOMER SERVICE

Empower your company with smart
customer service!

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DYNAMICS 365 CUSTOMER SERVICE



Sales Teams, Contact Centers and After-Sales Service

Microsoft Dynamics 365 Customer Service provides a set of tools to help companies manage customer service in the retention and after-sales phase. The interface is oriented towards processes, allowing to streamline the whole flow of resolving cases, requests or complaints. These processes can be easily adapted to work according to the objectives and reality of each company.

A single bad experience can be decisive in the reputation of a brand or company, not only for damaging its image, but also for the risk of losing a Customer that involved an effort to conquer. Therefore, it is very important to train the entire team to be flexible in all stages of the Customer relationship, providing the best possible experience, at the time of post-sale.

Exceed your Customers' expectations with a personalized service managed by the Microsoft Dynamics 365 Customer Service application, with proactive maintenance, predictive schedules and quick resolution of complaints or orders, meeting budgets and expected delivery times.



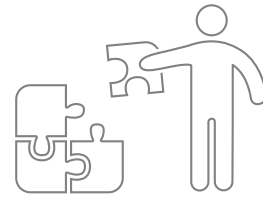
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Dynamics 365 Customer Service



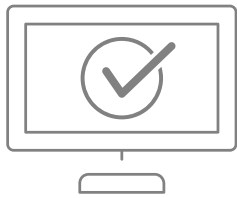
Create support experiences

Intelligently forward incidents from any channel to the designated person in each area, who can guarantee a quick resolution.



Solve problems

Keep Customers satisfied avoiding delays and failures in service and support, standardizing all information in a single Knowledge Database.



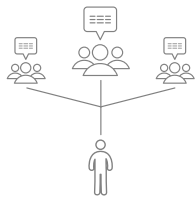
Get the ideal results

Automation in the order handling process dynamically guides those responsible for Customer Service to the correct and timely actions.



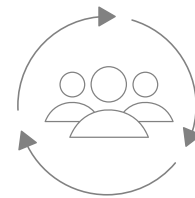
Capitalize opportunities

Use the after-sales and support service as a generator of up-sell or cross-sell opportunities, providing complementary recommendations geared to the needs of each Customer.



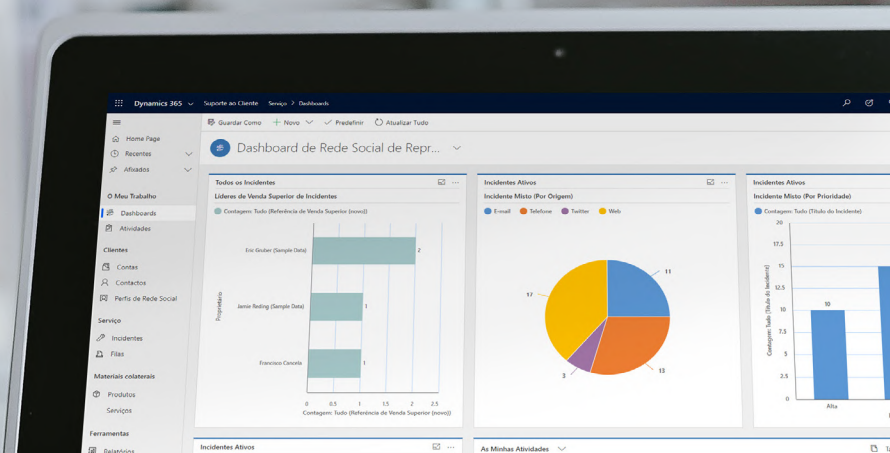
Learn with your Customers

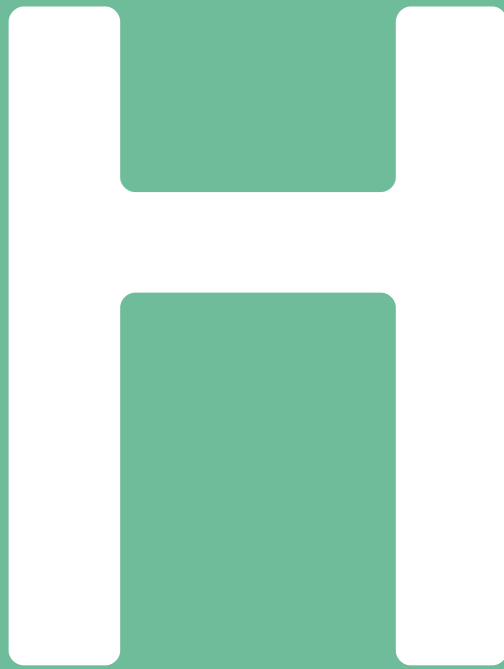
Improve the service experience through comments obtained from direct surveys, discussion forums, blogs and social media feedback.



Turn insights into actions

Improve service through targeted analysis of contact center operations and business-critical data.





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