Xpedition

Exceed customer expectations with Microsoft Dynamics 365 Customer Service and Copilot for Service

24 | 25 INNER CIRCLE FOR MICROSOFT BUSINESS APPLICATIONS

Drive proactive case management; act on powerful insights to personalise experiences; and offer a secure omnichannel suite of capabilities to optimise customer engagement.

Increase efficiency of customer service without compromising quality

In a challenging and dynamic environment, it's the financial services organisations that empower their customer service agents with the most innvoative solutions that will help win customers for life. By delivering seamless, proactive and personalised case management, powered by next-gen AI and automation, organisations demonstrate their commitment to delivering exceptional customer experiences across any channel.

How can Dynamics 365 Customer Service and Microsoft Copilot for Service help?

Dynamics 365 Customer Service and Microsoft Copilot for Service help agents deliver fast, consistent, and personalised end-to-end experiences. It utilises customer data and empowers employees with the latest AI tools to access key information to diagnose and solve cases at speed, leveraging the latest in generative AI to make each interaction as personal and efficient as possible.

Make case management more efficient

❯ Easily monitor case management including first call resolutions, how many wrap-ups and who were involved, and post-call wash-up time.

❯ Use sentiment analysis to assess and measure how happy a customer is with the service.

❯ AI-based routing to help increase first-call resolution, classifying issues and assigning the inquiry to the correct person.

❯ Provide agents with a 360-customer view and access to an omnichannel insights dashboard with AI-driven conversations, channel analytics, and KPIs all in one place. .

Serve the customer faster and more effectively

❯ Provide self-service AI capabilities, including chatbots and conversational interactive voice response to respond to customer inquiries in real time.

❯ Offer a quicker service to customers through a range of digital channels including text, email, social media and virtual assistants.

❯ Easily verify a customer's identity for added security using the latest biometrics including user voice and behaviour recognition.

❯ Understand your customers' intent in real time using sentiment analysis and deliver personalised offers and recommendations.

The power of AI analytics

❯ Help resolve customer issues faster using AI to diagnose problems and help with drafting responses.

❯ Connect all your data with out-of-the-box integrations including websites and CRMs, to enable AI-powered conversations.

❯ Effectively respond to customers enquiries using generative AI-powered answers using information across multiple sources including handbooks and documentation.

❯ Machine-led processes to ensure you're offering the right advice at the right time.

Learn more...

❯ Sign up for an Xpedition Innovation Discovery workshop today.
xpedition.co.uk/innovation-discovery-workshop/