



# CUSTOMER SERVICE

POWERED BY MICROSOFT

- Give customers access to knowledge articles and AI-powered virtual agents to quickly resolve issues
- Built-in AI detects emerging trends and automation opportunities across support topics, agents, and engagement channels to support delivery
- Equip customers and frontline staff with a definitive single source of truth through knowledge sharing
- Set-up of optional telephony solution which will extend omni-channel to include voip telephony
- Take the guesswork out of case resolution using AI-driven productivity tools that equip agents with the right information at the right time
- Leverage AI-driven insights and analytics to improve agent and customer experiences.

Every interaction matters in customer service, and the modern client expects a seamless experience with your brand, regardless of channel.

For more information or to see a demo, please visit our [website](#) or contact us at [hso-ca-experts@hso.com](mailto:hso-ca-experts@hso.com)

## Customer Service

With the Customer Service application you can built brand affinity and customer loyalty and empower your teams with the streamlined data and unified technology they need to deliver seamless, personalized experiences.



Personalize customer interactions using connected experiences.



Quickly address and resolve issues using AI-powered virtual agents, freeing agents to handle more complex matters.



Get actionable insights and improved visibility into how agents and support topics are affecting organizational key performance indicators (KPIs).



Give agents a holistic view of the customer's profile and previous interactions with your support team.



Identify devices in need of attention using the embedded alerts in the agent dashboard.



Give agents the information needed to resolve issues quickly by connecting disparate database sources with federated knowledge search.

Get started with Dynamics 365 Customer Service today.

For more information please visit our [website](#) or contact us at [hso-ca-experts@hso.com](mailto:hso-ca-experts@hso.com)

### Works on all Devices



Computer



Tablet



Mobile