Dynamics 365 Customer Service

Ready to provide exceptional customer service?

Exceeding customer expectations begins by identifying and removing the barriers that prevent your employees from delivering and your customers receiving a seamless, positive experience. Dynamics 365 Customer Service addresses those barriers head-on in three steps by personalizing service, empowering people and unifying technology to consistently provide exceptional customer experiences.

Key Benefits

Personalize service

Consistently exceed customer expectations by leveraging AI-enabled insights to proactively resolve issues before customers are aware. Leverage AI-enabled self-service tools like chat and bots to personalize the customer experience and generate cross-sell and upsell opportunities

Empower people

Increase agent productivity by automating routine inquiries. Leverage AI to dynamically guide agents to the right action and improve cross-company collaboration to expedite case resolution. Motivate and energize agents through gamification.

Unify technology

Simplify orchestrated experiences through a 360-degree view of the customer journey. Enable AI-driven data processes with insights built on a unified data estate. Drive innovation and enable an agile support model to optimize staffing and allocate resources appropriately.

Key Capabilities

Omnichannel experience

Connected and personalized customer journeys across channels and interactions

- Deliver value at every touchpoint with a 360-degree view of each customer's journey.
- Enable agents to anticipate needs and personalize every interaction.
- Set up flows to automatically assign cases by specific topics or channels to the agent who is best equipped to resolve the case.

Self-service

Provide effortless service at scale across channels.

- Design positive support experiences by making it easy to find answers through self-service, community, or social channels.
- Intelligently route cases from any channel to the right agent for quick resolution.
- Use Portals to track customer activity to provide targeted support.

Agent productivity

Unify the agent experience to enhance resolution of more complex issues across channels.

- Intelligent automation dynamically guides agents to optimal outcomes.
- Leverage AI to empower agents to increase productivity and avoid escalations.
- Utilize agent facing bots using contextual data to make smart recommendations
- Speed onboarding and adoption with tailored in-app learning.

Insights & AI

Gain insights into performance and trends across channels and take informed action.

- Improve service through targeted analysis of contact center operations and business-critical data.
- Leverage AI through virtual agents and automate routine inquiries,freeing agent time to resolve more complex issues.
- Promote optimal behavior with individual games and team competition.

Dynamics 365 Plans

Build brand affinity and customer loyalty with Dynamics 365 Customer Service. Choose a plan that best fits your organization's needs.

CS Professional

$64.00 CAD

$50.00 USD

Per user/month

Core customer service capabilities.

CS Enterprise

$121.60 CAD

$95.00 USD

Per user/month

Advanced customer service capabilities.

Digital Messaging*

$96.00 CAD

$75.00 USD

Per user/month

Rich omnichannel engagement across digital messaging channels

***Add-in**

Chat*

$76.80 CAD

$60.00 USD

Per user/month

Live chat omnichannel engagement between customers and agents.

***Add-in**

Customer Insights*

$1,920 CAD

$1,500 USD

Per tenant/month

***Add-in**

Virtual Agent

$1,408 CAD

$1,100 USD

Per tenant/month

Power Virtual Agents + Dynamics 365 Customer Service Insights

Includes 2,000 Power Virtual Agents Sessions & 100,000 Insights cases.