Microsoft

Business Applications Partner Alert

October 2023

Dynamics 365 Customer Service – new Readiness & Enablement resources available now

Overview

Microsoft operates one of the largest customer support teams in the world with tens of thousands of support engineers, and their customer engagement is built on Dynamics 365 Customer Service. We're excited to share the Microsoft Customer Service and Support (CSS) team's success story, including challenges they faced with the scale and complexity, the transformation journey that took their service to the next level, and the business impact they've seen by unifying the many customer engagement systems and tools within a single customer care platform powered by AI.

Additionally, Microsoft's Office of the Chief Economist, in partnership with the Dynamics 365 product group, evaluated how Copilot in Dynamics 365 Customer Service has impacted Microsoft's internal agent productivity since April. They shared some key early findings and takeaways from the research:

- Expedited agent onboarding. Copilot has been particularly effective in helping newer agents who don't have years of experience, or institutional experience, get up to speed and find relevant information more quickly. Specifically, within our Digital Transformation Platform (DTP), we observed a 12% reduction in average handle time for low severity chat cases in one area of our commercial support business.
- More cases resolved faster—without peer assistance. In the most productive scenario, the study found that in one support business, 10% of cases that normally require collaboration with peers were resolved independently. This means fewer customers had to experience being put on hold.

To learn about the full transformation journey and business impact the Microsoft Customer Service and Support team has seen, including the Copilot in Dynamics 365 Customer service benefits, read the resources below.

Readiness & Enablement Resources

NEW Content

- Customer Expectations through Transformation webinar
    - Learn about the Microsoft CSS success story told from our very own internal leaders who led the transformation: featuring speakers Jeff Comstock, CVP of Dynamics 365 Customer Service product team and Bryan Belmont, CVP of Microsoft Customer Service Support team, leading the global support organization at Microsoft.
    - Share this with your customers to show how Dynamics 365 Customer Service can help them deliver differentiated best-in-class customer support.
- Microsoft Support's Journey to AI-Empowered Customer Service e-book & Infographic

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Also available

- Microsoft Source blog
    - Learn how Copilot capabilities help the Microsoft CSS team deliver faster, smarter results.
    - Microsoft source blog spotlights stories on customer transformation, innovation and AI and the above is a featured story on Microsoft CSS team's success, with a focus on agents' perspective on the benefits Copilot is bringing to the end users.
    - Share this with your customers to show how Copilot in Dynamics 365 Customer Service can improve their support agent experiences.
- D365 blog
    - From Microsoft to global brands, learn how Dynamics 365 Copilot is transforming custom experiences across service, sales, and marketing. Tune into the spotlight on the Microsoft CSS team's success including the early results and key takeaways from Copilot in Dynamics 365 Customer Service usage.
- Microsoft CSS customer case study
    - Learn how Microsoft empowers its customer support agents and transforms the service experience with Dynamics 365 Customer Service. Read the written case study, watch the inspirational testimonial video from the internal support team and share with your customers.

Call to Action

Familiarize yourself with the announcement and new assets available as part of FY24 solution play content:

- Read the official blog announcements.
    - Dynamics 365 Blog
    - Microsoft Source Blog
- Microsoft CSS case study & video

Accelerate Dynamics Customer Service deals, targeting all customers and prospects with these assets:

- Official Microsoft CSS story
- Microsoft Support's Journey to AI-Empowered Customer Service e-book
- Modernize your customer service experience with D365 Customer Service Infographic
- Exceeding Customer Expectations through Transformation webinar