

Microsoft Interactive Voice Response (IVR) for Dynamics 365 Customer Service

Enriching the customer and agent experience

Automate routine tasks and provide actionable insights and recommendations to increase the agent's focus on the customer



Real-time transcription eliminates the need for taking notes, allowing agents to actively listen to the customer



Proactive, AI-driven recommendations for similar cases and knowledge articles to resolve issues faster



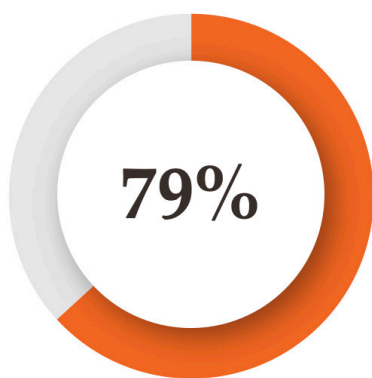
Live sentiment analysis provides a pulse on customer emotions throughout the call



Real-time translation of transcripts for agents assisting customers in different regions

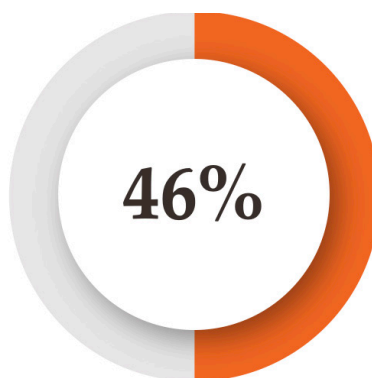
To compete in today's market, organizations need to build meaningful relationships with their customers

Engaging the right people at the right time



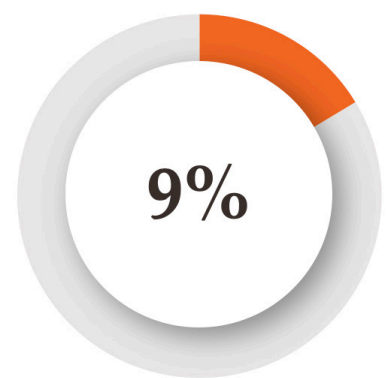
79% of consumers expect brands to get to know them on a personal level¹

Integrating data across systems



46% of marketers have no integrated customer view²

Delivering real-time feedback



9% of a data scientists' time is spent uncovering insights³

Unify insights across all customer interactions to break down data silos for good with Omnichannel for Customer Service



Advanced AI analyzes all messaging and voice conversations, identifying emerging issues to help service organizations pinpoint opportunities that improve the delivery of customer care



Rich KPIs and insights that span live chat, social messaging, and voice, provide a holistic view of the customer, all in one place

Ready to personalize and unify your communications? We can implement your IVR solution in 4 easy steps.

1

Discovery session

Identify current issues, challenges and opportunities

2

Custom demo

A tailored demo for Microsoft Dynamics 365 Customer Service for your use cases

3

Rough Order of Magnitude

Receive a defined scope, project plan, timeline, including a services and licensing estimate

4

SOW

Statement of work for implementing Microsoft Dynamics 365 Omnichannel and IVR

¹ Linkdex ² Marketing Week ³ Forbes

