Modernize your customer service experience with Dynamics 365 Customer Service

Customer service impacts business performance

- 32% increase in employee engagement
- 20% decrease in cycle time
- 20% decrease in workforce turnover

Insights and solutions from customer service trends

- 120+ languages
- Across 10K enterprises, 10M+ SMBs
- 120 countries
- 40+ countries

Microsoft support: operating on a global scale

- 73M+ calls per year
- 61.2M emails per year
- 11.4M cases per year

Transforming service without disruption

- Over the course of several years, Microsoft empowered their service teams to deliver personalized, efficient operations, setting a leading example for other global businesses to transform their approach to service-and-what-you-can-do-about-it/.

Microsoft's vision of success

- Achieve 96% first-call fixes, revenue growth of 83%
- Improve customer satisfaction, retention, and profit margin

How Microsoft achieved success

- Empower your employees to work smarter
- Modernize and unify outdated systems
- Reimagine how you deliver service

Reimagine how you deliver service with Dynamics 365 Customer Service

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