Dynamics 365 Customer Service

Build Loyalty with effortless Customer Service Experiences

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Get a comprehensive view of your customer's journey

Every interaction matters in customer service and the modern client expects a seamless experience with your brand, regardless of channel. Customer service teams often face this challenge when moving from a multi-channel to a true omnichannel service provision.

Are all agents able to view one customer history regardless of the last communication channel they used?

How is the service team configured – by channel or skill set, does this create siloes and does the technology they use exchange data or support knowledge sharing?

Microsoft Dynamics 365 Customer Service helps your business build brand affinity and customer loyalty and empower your teams with the streamlined data and unified technology they need to deliver seamless personalised experiences.

PERSONALISE CUSTOMER SERVICE TO EARN LOYALTY:
Deliver the tailored service customers expect across the channel of their choice, on any device. AI-enabled experiences and insights proactively resolve problems to provide frictionless engagement with your business.

EMPOWER CUSTOMER SERVICE AGENTS:
Provide agents with intuitive access to everything they need to deliver fast, effective service – with tools that are at their fingertips on a single, unified service desk application. From simple and routine requests to more complex issues resolution.

REMAIN AGILE IN YOUR SERVICE PROVISION:
Adjust at the pace of modern business through actionable insights and leading technologies that anticipate the rapidly changing needs of customers and your brand.

Why Choose Storm Technology?

Every business knows that long-term customers are amongst their most valuable assets – less expensive than acquiring new ones and guaranteeing repeat revenue. With the evolution of digital, customer service expectations have changed, unless businesses change with them and put customer service and support at the centre of their business, they are undoubtedly going to lose out.

Combining best-in-class customer service processes and practices and leveraging the power of Microsoft Dynamics 365, Storm's Customer Service Solutions offer out-of-the-box packages designed to build customer loyalty and deliver customer service excellence, IT resources and capabilities.

With an eye to the future, Storm partner with our customers to facilitate growth at scale. Helping companies unlock the benefits of Microsoft business technologies through strategic system design, build, integration and adoption.

Solution Capabilities

Earn customers for life with Dynamics 365 Customer Service

Differentiate your brand with Microsoft Dynamics 365 Customer Service by taking advantage of built-in intelligence to deliver faster, more personalised service and add value to every customer interaction.

Microsoft Dynamics 365 Customer Service offers a suite of capabilities to ensure your business can deliver the best customer service experience possible to your customers. We believe that knowing your customers enables you to personalise each experience and optimises your agents' productivity so you can earn customers for life.

Omnichannel engagement:
Interact with customers on their preferred channel, including chat, SMS, Facebook Messenger, WhatsApp, WeChat, Line, and more, using Customer Service omnichannel capabilities. A unified platform ensures context across channels and engagements, delivering personalised and consistent service with minimal customer effort.

Self-service and communities:
Empower those customers who increasingly prefer to find answers on their own through self-service and community options. Provide branded self-service options that deliver consistent, up-to-date answers and personalised information and a community experience to connect with peers and subject matter experts.

Agent enablement:
Empower agents with a single, unified experience to speed up resolution and provide differentiated levels of support. Dynamics 365 Customer Service gives agents a complete 360-degree view of the customer, including a full history of interactions, user preferences, and relevant customer information. A role-tailored experience contextually serves up the tools, guidance and data that agents need to provide a more personalised, effective standard of service.
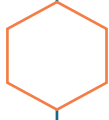
Unified knowledge:
Equip customers and frontline staff with a definitive single source of truth through knowledge sharing. Ensure knowledge is relevant by capturing and publishing across your content channels while measuring impact and opportunities to grow your Knowledge Base (KB) through rich analytics. Quickly offer the most appropriate knowledge articles using relevance search. Select articles faster with highlighted search-term matches in the results list.

Service intelligence:
Identify trends, anticipate opportunities and gain insights using rich analytics and embedded reporting. Explore what-if scenario's and forecast outcomes through interactive charts and powerful data visualization capabilities. Better anticipate customer needs by using Dynamics 365 Customer Insights for a 360-degree view of each customer's journey.

D365 Customer Service Features

INTELLIGENT ROUTING
Route service cases by topic or channel. Automatically assign cases to the agent best equipped to resolve them by using custom entity routing embedded in omnichannel capabilities.

COACHING BOTS
Empower agents to be more productive and to avoid escalations. Make smarter recommendations with agent-facing bots that use contextual data about customers and your business.

DIGITAL AGENTS
Chat and co-browse together in your digital environments proactively or on-demand.

COLLABORATION TOOLS
Resolve cases faster and easily connect agents with subject matter experts. Use Microsoft Teams to help resolve complex cases more quickly regardless of job function or location.

CUSTOMER FEEDBACK
Measure and act on customer feedback submitted through surveys after every service engagement by combining customer data with survey insights from Customer Voice.

OPTIMISED INSIGHTS
Analyze operations and interactions using Dynamics 365 Customer Service Insights, sentiment intelligence, and supervisor experiences.

SERVICE DASHBOARDS
Managers can allocate resources based on popular channels, trending issues, cost per case, resolution rates and agent skill sets.

AI SERVICE
Realize your data's full potential by combining Customer Service with AI apps such as Microsoft Power Virtual Agents, Customer Insights, and Customer Service Insights.

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Get in touch

Storm Technology is an Irish owned and operated Microsoft Business Technology Consultancy and Solutions Partner. We specialise in building solutions that enable our clients to gain better value faster from their technology investment.

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