



Dynamics 365 Customer Service voice channel

Market Context

Key Contact Center Trends

50%

By 2022, contact center as a service will be the preferred adoption model in 50% of contact centers, up from approximately 10% in 2019.¹

70%

By 2023, customers will prefer to use speech interfaces to initiate 70% of self-service customer interactions, rising from 40% today.¹

25%

By 2025, customer service organizations that embed AI in their multichannel customer engagement platform will elevate operational efficiency by 25%

¹ [Gartner](#)



Voice is Here to Stay

Companies dramatically increased use of communication channels in response to the pandemic.

Top channels that increased dramatically in use:



[Covid19 Digital Engagement Report](#)



Typical Concerns for Customer Service Organizations

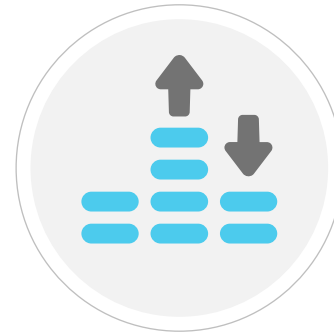
Service organizations that leverage separate vendors for Telephony and CRM face the following challenges:



**Expensive, fragile
integrations**



**Multi-vendor
complexity**



**Inconsistent service
across channels**

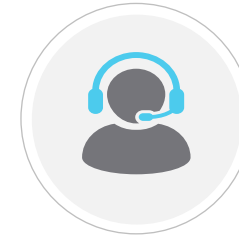


**Disjointed analytics
and insights**

Benefits of the voice channel in Dynamics 365



Expensive, fragile integrations



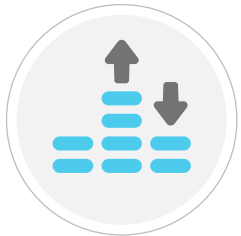
All-in-one Customer Service solution



Multi-vendor complexity



All from Microsoft, on the Microsoft Cloud



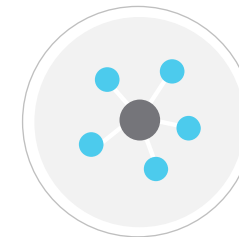
Inconsistent service across channels



Seamless customer journeys across all channels



Disjointed analytics and insights



True omnichannel analytics and insights

Product Differentiators

Introducing the Customer Service voice channel

Empower companies to deliver consistent, connected support across all channels

Support end-to-end customer service needs:



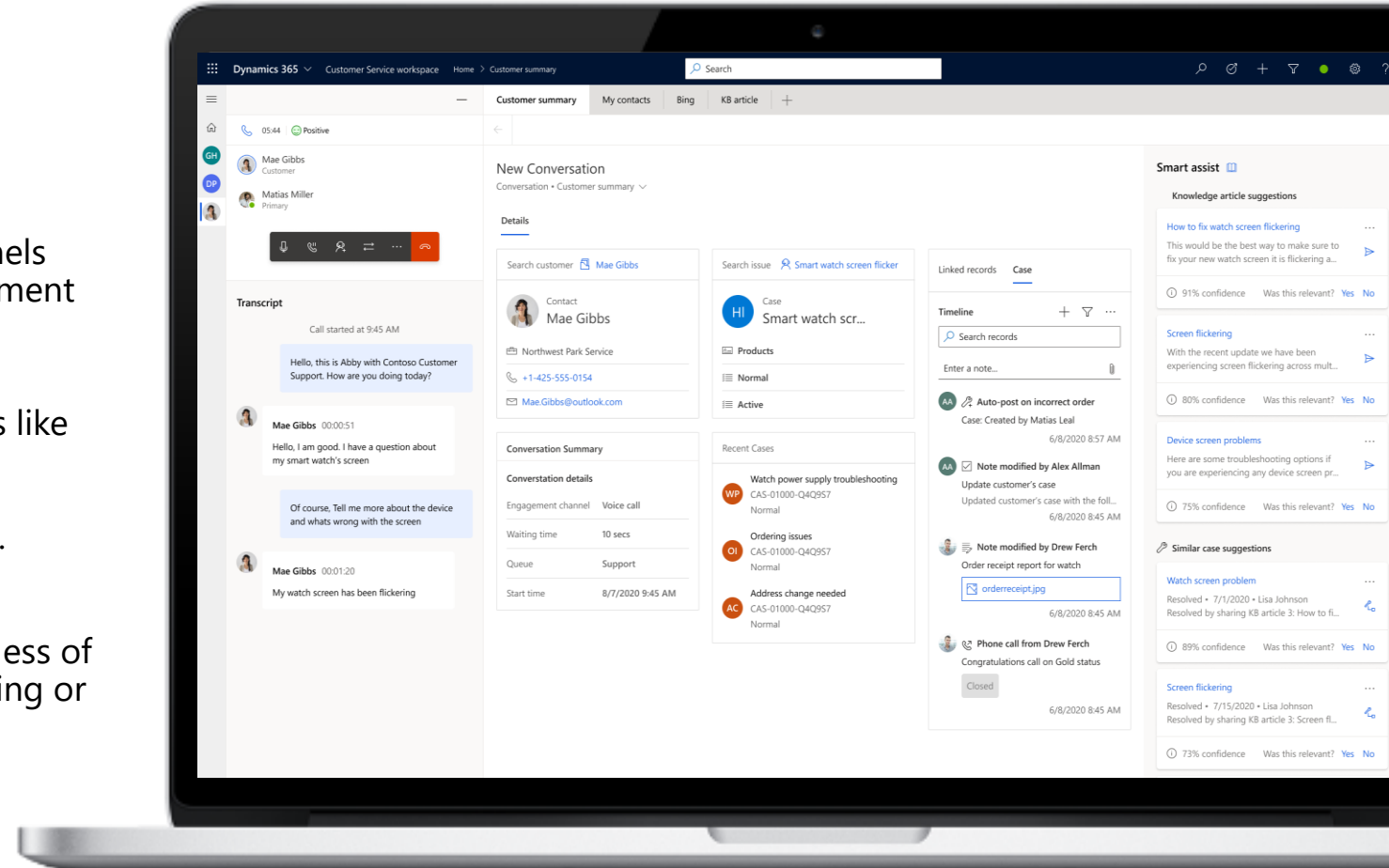
Get instant visibility into trends across all channels with one platform that natively integrates engagement channels into one common data model.



Put AI to work for you with self-service solutions like conversational virtual agents and real-time agent productivity tools like call transcription, sentiment analysis, and knowledge article recommendations.



Create true omnichannel experiences through consistent, connected agent experiences – regardless of the conversation taking place on a digital messaging or voice channel.





Self-service & Intelligent Routing



Voice as a Channel



Conversational Agents as IVR



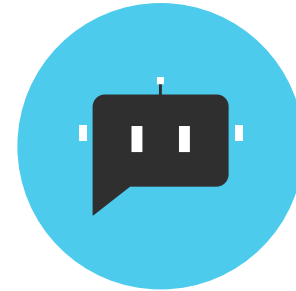
Unified routing



Agent Productivity Tools



Agent UX for Voice



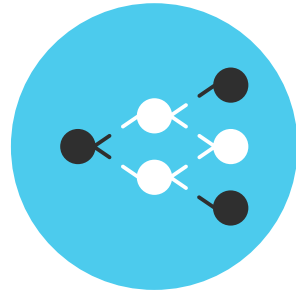
Live Transcription and Sentiment



AI-Driven Suggestions



Supervisor Experience Enhancement



AI-driven Topic Clustering



Unified Reporting



Call Intelligence

Dynamics 365 Customer Service empowers companies to provide an end-to-end customer service experience within a single solution to deliver consistent, connected support across channels.





Introducing The Voice Channel

D365 Customer Service
Customer Care Applications

