

D365 Contact Center

Modularized, Single Solution with AI, CRM and Analytics.





Transform your contact center with Copilot
Contact your Microsoft rep for a live demo

OVERVIEW

Microsoft Contact Center delivers smart, unified support experiences through voice, chat, and digital channels.

KEY FEATURES

Part of the Microsoft Digital Contact Center Platform

Omnichannel Communication:

Single interface for voice, chat, SMS, social media & Teams integration.

AI-Powered Tools:

Sentiment analysis, Intelligent routing, real-time transcription & translation powered by Copilot.

Self-Service:

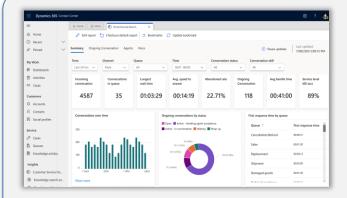
Virtual agents and IVR systems powered by AI.

Unified Routing:

Matches customers with the best agents using skills, availability, and context.

Supervisor Tools:

Real-time performance dashboards, reporting, sentiment tracking, and staffing insights.





Comprehensive vision for service

Microsoft offers comprehensive, composable solutions for service including cloud contact center, CRM, and generative AI.



Infused with enterprise-grade generative AI

Our contact center integrates Copilot across the service journey, from self-service to service representative interactions, wrap-ups, and reporting.



Built for extensive scale and reliability

Dynamics 365 Contact Center was built from the ground up for scalability, reliability, and security on modern cloud infrastructure.

More Info: https://www.microsoft.com/en-us/dynamics-365/products/contact-center



Unified customer communication



Intelligent agent routing



Contact your Microsoft rep more information.



Al-powered service automation



Real-time performance insights

Gartner reports that Microsoft Dynamics 365 Contact Center excels in its unified platform capabilities

