



# The Microsoft Digital Contact Center Platform

Exceptional engagement as the rule

<Microsoft presenter>

<Microsoft title>



# Customers expect exceptional service



**80%** of customers expect personalized customer experience<sup>1</sup>

**96%** will leave without warning due to poor customer service<sup>2</sup>

**87%** admit they are worried that sharing their personal information over the phone with a brand could make them vulnerable to fraud<sup>3</sup>

**55%** of contact centers do not have collaboration tools to resolve customer issues faster<sup>4</sup>

**53%** of contact center agents do not have proper visibility of information to understand the customer context<sup>4</sup>

<sup>1</sup>Forbes, 50 Stats Showing the Power of Personalization, 2020

<sup>2</sup>Shep Hyken blog, Guest post, 2022

<sup>3</sup>Forbes, Fraud is Eroding the Customer Experience, 2020

<sup>4</sup>Forbes, 50 Stats That Prove the Value of Customer Experience, 2019

# Business leaders face challenges

How to innovate and **grow revenue** providing service across all channels and touchpoints?

How to increase **customer retention** and **brand loyalty** with changing expectations?

How to safeguard customer privacy and security during their service journey

How to enhance the agent experience and strive for **higher CSAT** while **reducing costs**?

How to eliminate silos, and **simplify operations** using **data analytics**?

**Contact centers need to evolve for modern service experience**

# Market fragmentation has led to inconsistent experiences

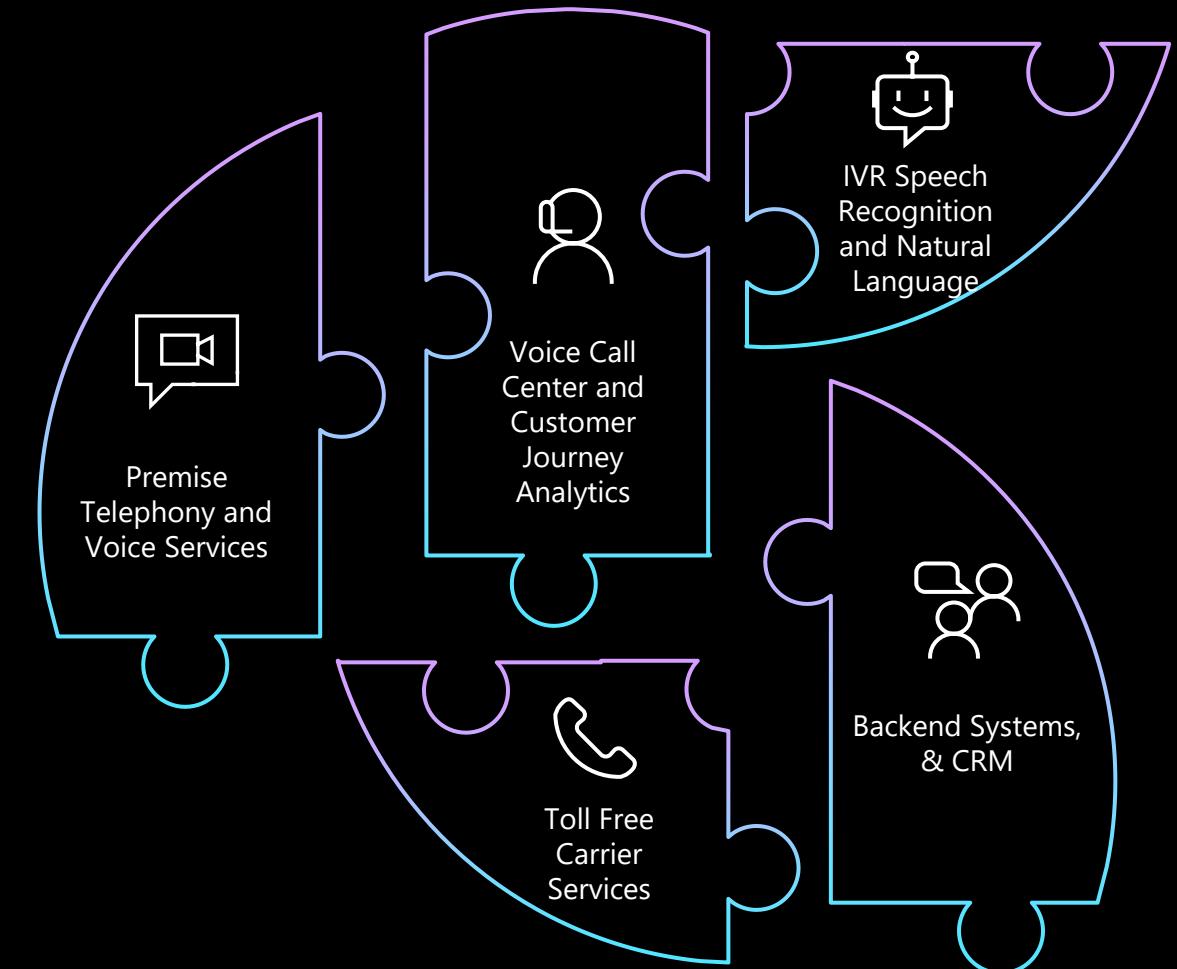
Undesired side-effect of **fragmentation** from desire for best of breed components

**Cost** of professional service required to connect components

Silos and distributed control imply **security vulnerability**

Fragile **integration** drives up ongoing support and operational **complexity**

Limited **view** of voice-only end-to-end customer journey



# Cloud is accelerating contact center transformation

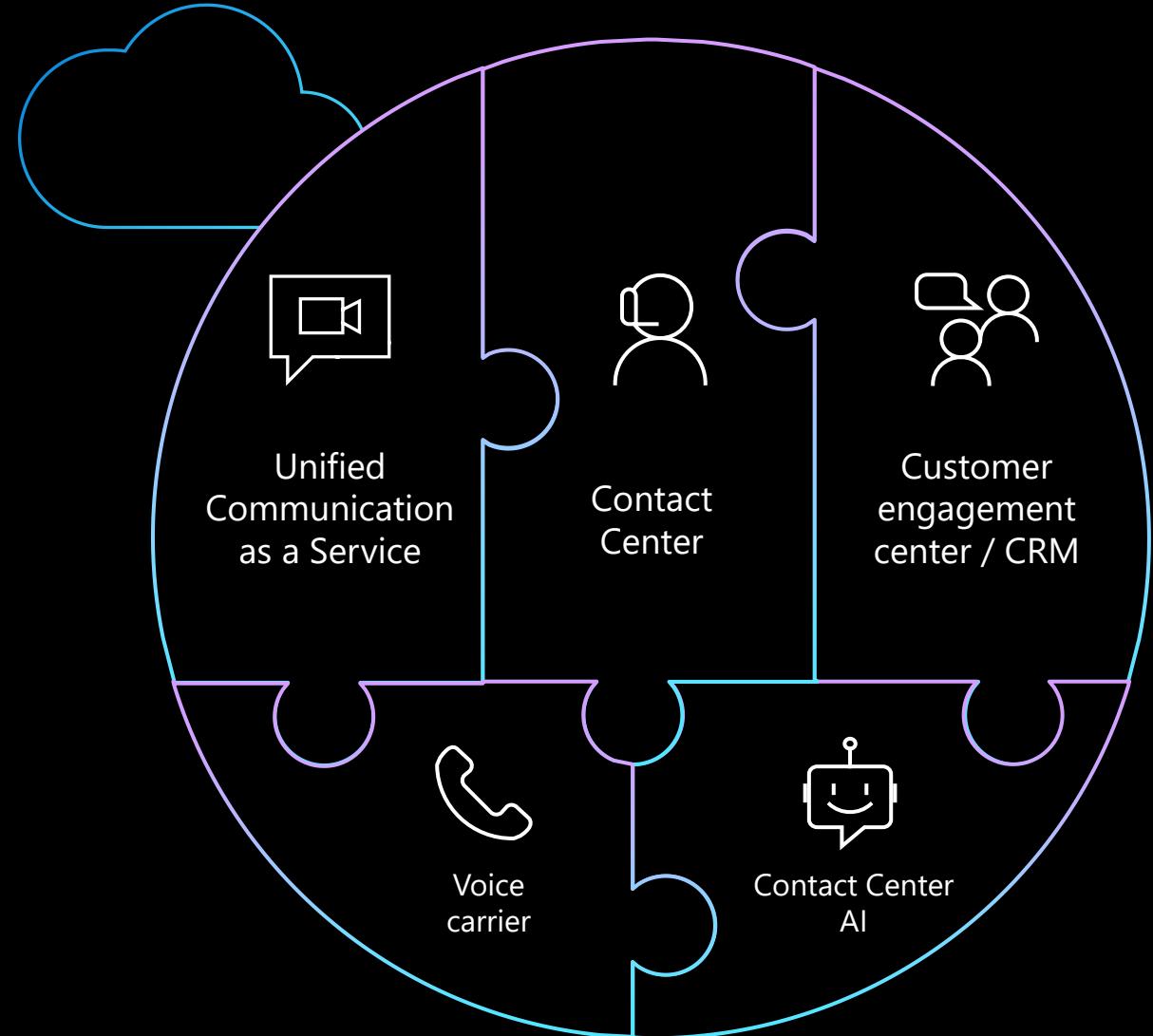
**Faster deployment**  
of new services and updates with fewer disruption

**Improved agility**  
to adopt innovation and access from anywhere

**Higher security measures**  
for regulatory, compliance and standards

**Reduced costs**  
Predictable, pay-for-use, simplified TCO

**Easier solution management**  
Centrally managed simplified infrastructure



# Microsoft unifies the contact center

**Microsoft Digital Contact Center Platform**

One cloud infrastructure that delivers exceptional customer service:

**UCaaS + CCaaS + CCAI + CRM**

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Available via partner ecosystem or direct



# Microsoft Digital Contact Center Platform

Everything you need to deliver outstanding customer engagement across all channels



# Vision for a Contact Center that...



**Enables omnichannel engagement and intelligent self service**

- Telephony (voice/calling)
- Digital engagement channels
- Self-service IVR and chatbots
- Conversational AI (NLU, Speech –to–text, Text–to–speech, dialog)



**Personalizes and safeguards customer interactions**

- Customer and Channel analytics
- AI intent prediction
- Biometric authentication and fraud prevention



**Improves agent productivity and modernizes case management**

- Agent Desktop
- Case Management
- Agent AI assistance
- Robotic process automation
- Collaboration (swarming, expert chat)



**Increases customer acquisition and revenue**

- Predictive targeting
- Virtual assistant
- Live Chat
- Proactive engagement



**Drives IT infrastructure simplicity, flexibility, and innovation**

- Single, unified platform for contact center, CCAI and CRM
- Open, extensible and adaptive platform
- No code, low code and pro code development
- Elastic cloud scale to accommodate fluctuations

# Microsoft is a leader and a trusted brand

**Leader | Gartner** CRM Customer Engagement Center, 2021

**Leader | Gartner** Unified Communications as a Service Worldwide, 2021

**Leader | Forrester Wave** Customer Data Platform / Customer Analytics, 2021

**Leader | Forrester Wave** Customer Service

**Leader | Forrester** Conversational AI for Customer Service, 2021

**Leader | IDC Marketscape** for Worldwide Conversational Intelligence for Customer Service, 2021

**Leader | Opus** Enterprise Intelligent Assistants, 2022

**Top Vendor | Opus** Intelligent Authentication and Fraud Prevention, 2022



"HP saw **13% higher loyalty** and **53% higher advocacy** compared to those who didn't even contact for support thanks to **D365 Customer Service omnichannel**."

Daniel Harris, VP, HP Inc



"Voice ID has not only **made telephone banking more convenient for customers** accessing their accounts, but it has also **been instrumental in stopping attempts at telephone banking fraud**, protecting customers' money."

Kerri-Anne Mills, Head of Contact Centre and Customer Service  
HSBC UK



"Over an 18-month period we were able to move our **customer service NPS by 25 points**."

Melanie Moreland, Director, NatWest

# Our technology strengths elevate Contact Centers

## Automation

Business process automation



Self-service CX automation

## Unlocking data

Data models



Predictive targeting and AI learning loop

## Customer trust

Secure contact center offering & cybersecurity



Seamless customer authentication and fraud prevention

## Agent efficiency

Modern universal desktop and collaboration tools



Agent AI for efficiency and next best response recommendations

## Development flexibility

No-code and low-code development



Pro-code development

# Benefits of Microsoft Digital Contact Center



Increase CSAT and resolution with hyper-personalized omnichannel engagement



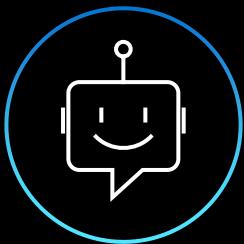
Improve agent experience with AI-assist and collaboration



Build trust through biometric authentication and fraud prevention



Create richer engagements with Context IQ capabilities driven by AI



Boost automation through highly sophisticated conversational IVR and self-service experiences



Increase customer acquisition and revenue from upsell/cross-sell



Reduce complexity and lower TCO with a unified solution from a single vendor



Build and deploy with confidence with worldwide availability and support

# Leverage the digital contact center to do more

Engage your customers on the channel of their choice and provide the service options that will best meet their needs

Seamlessly connect and personalize interactions to present solutions that customers want

Make customers feel instantly known and secure while protecting fraud

Let agents have their best day everyday by helping quickly resolve customer issues and open new revenue opportunities

Cut costs with automation across a unified platform that plugs into systems you already know

Innovate faster with tools and technology you already use



# Deliver exceptional customer service and transformative outcomes



Enable omnichannel engagement and intelligent self service

Personalize and safeguard customer interactions

Improve agent productivity / modern case management

Increase customer acquisition and revenue

Drive IT infrastructure simplicity, flexibility and innovation

# More ways to say hello...



# Enable omnichannel engagement and intelligent self service

## Voice channel

Deploy carrier-grade telephony with suite of calling features

## Digital engagement channels

Deliver seamless, connected experiences across every customer interaction

## Self-service and automation

Scale your teams with self-service and automate repetitive tasks

## Conversational IVR

Deliver intelligent conversational experience

## Chatbots

Provide round the clock support with intelligent chatbot assistance

## Intelligent Unified Routing drives engagement

AI targeted self-service or assisted service for each interaction



# Connect with customers on their preferred channel

Scale native calling for any size enterprise, with a suite of inbound/outbound voice features and SMS support

Protect and personalize self-service with voice-authenticated conversational interactive voice response system

Engage consistently through a variety of digital channels, including conversational chatbots and social media apps

Seamlessly switch between channels, including voice/video

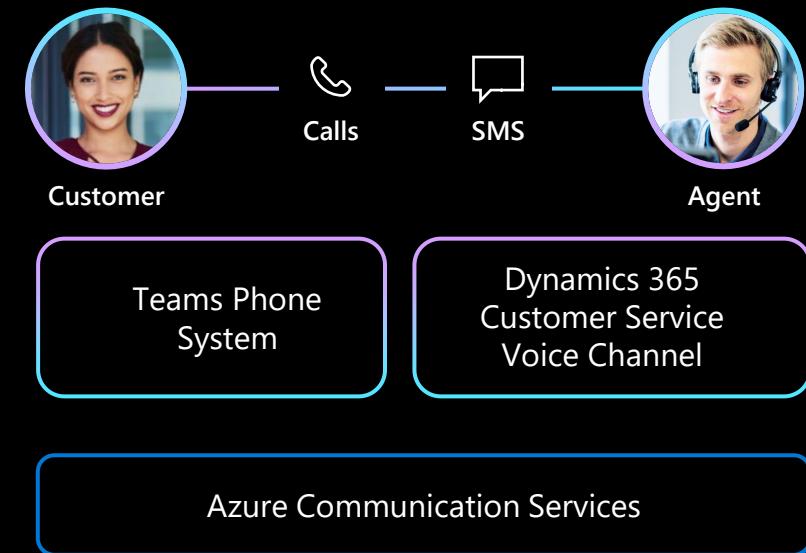


# Connect agents and customers with voice calling and SMS

Carrier-grade calling and text messaging based on the enterprise need

Deliver an exceptional voice channel experience with Dynamics 365-based contact center that integrates:

- Suite of inbound and outbound native calling features
- SMS support (first-party via ACS)
- Automatic AI-based routing of incoming calls to agents based on skills, efforts and other factors
- Multi-session interface and holistic view of customer and case information
- AI-driven insights and recommendations



Empower agents' inbound and outbound calling of peers, experts and supervisors

# Enable self-service with Interactive Voice Response (IVR)

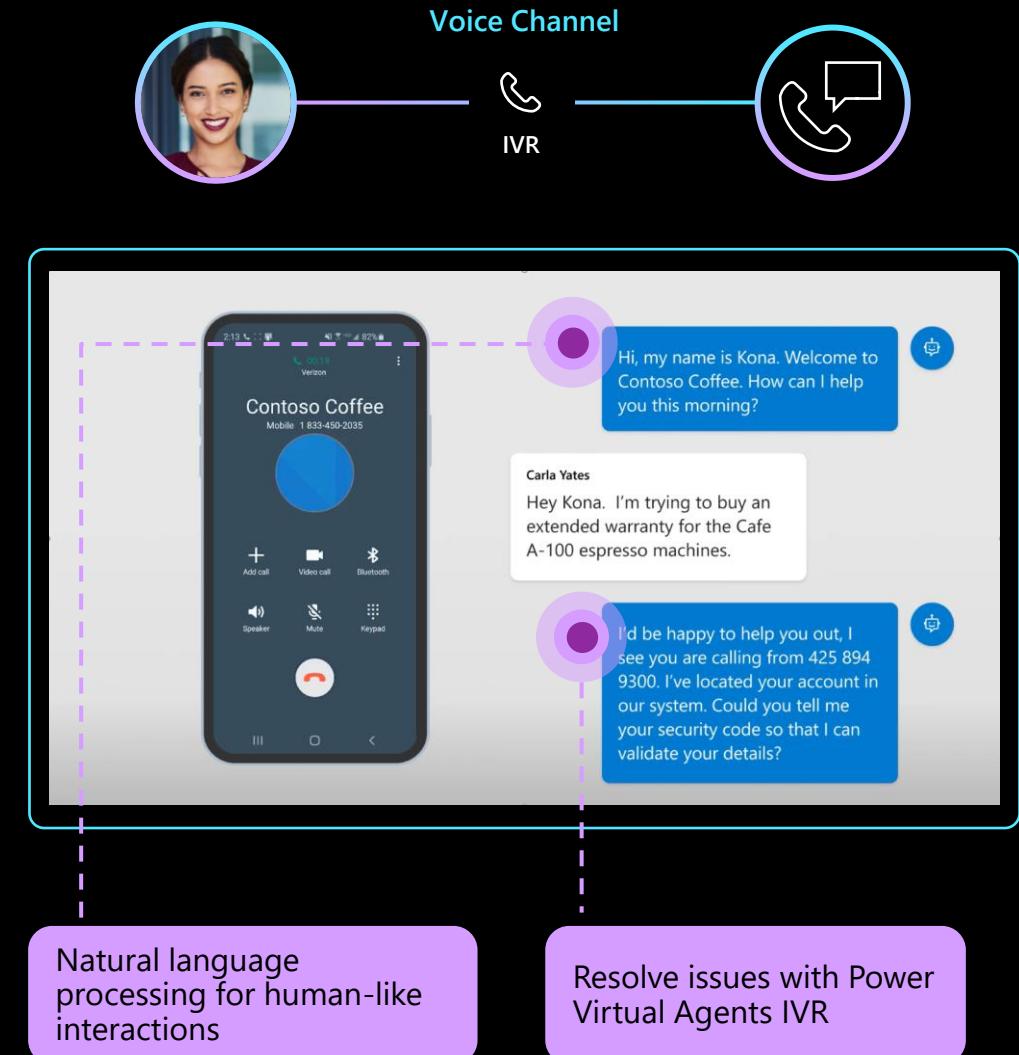
Scale self-service with secure, automated intelligent conversations

Quickly resolve customer inquiries through natural, human-like interactions, reducing the need for agent transfers

Improve customer satisfaction by resolving issues with intelligent conversational Power Virtual Agents (IVR)

Personalize self-service with natural language processing with Nuance for conversational AI

Authenticate using Nuance Gatekeeper to analyze a person's unique voice signature and speech patterns



# Connect with customers on digital engagement channels

Deliver seamless, connected experiences across every customer interaction

Provide customers the choice and convenience in connecting through different digital engagement channels

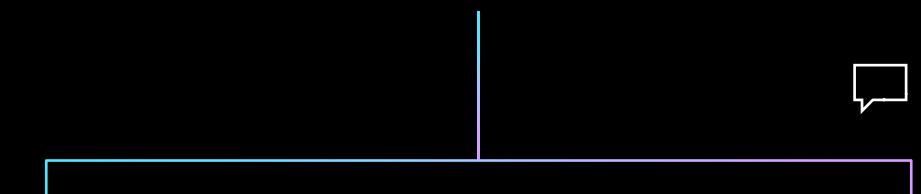
Quickly build conversational chatbots to handle service requests at any time on web or social media platforms

Enhance brand awareness via support through popular social media apps

Seamlessly transfer to agents using unified routing across channels and provide a holistic view for faster resolution

Easily add custom messaging channels, video conferencing, co-browsing or remote assist capability

## Digital Engagement Channels



\*Note: SMS: 1<sup>st</sup> party via ACS; 3<sup>rd</sup> party via Telesign or Twilio  
WhatsApp: 3<sup>rd</sup> party support via Twilio  
Nuance Digital Engagement Platform supports Instagram and Apple Messaging for Business

# Provide anytime support

Easily automate conversations with chatbots

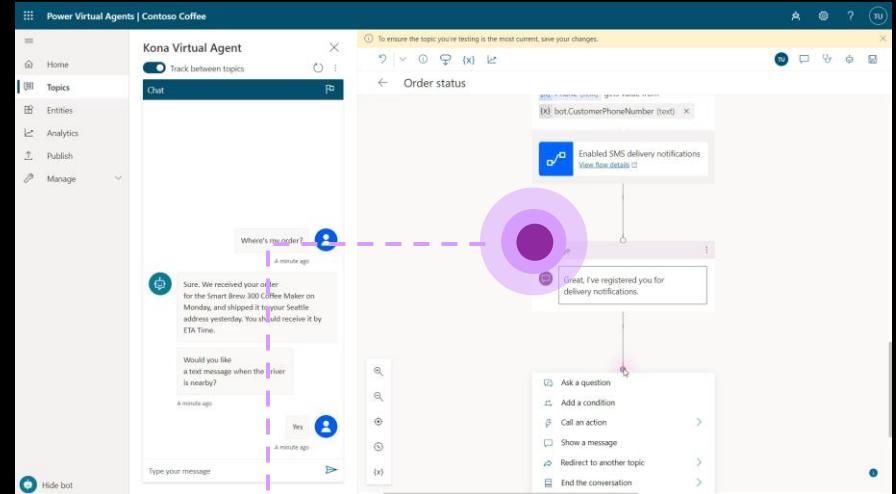
Build bots quickly and easily with no developer skills, using low-code/no-code Power Virtual Agents

Automate routine conversations with real-time monitoring to handle simple cases

Transfer or escalate bot conversations to agents with full context of interaction for complex cases

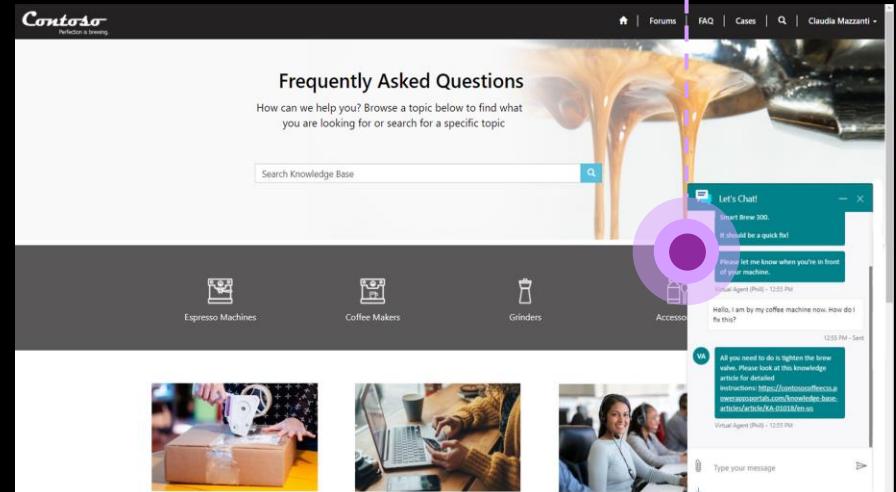
Reduce agent turnover by enabling bots to take action and resolve routine issues

Identify opportunities for improvement with analytics—resolution rate, resolution time and average sentiment



Bot in development to automate routine conversations [low/no code with PVA]

Bot in action to resolve simple issues

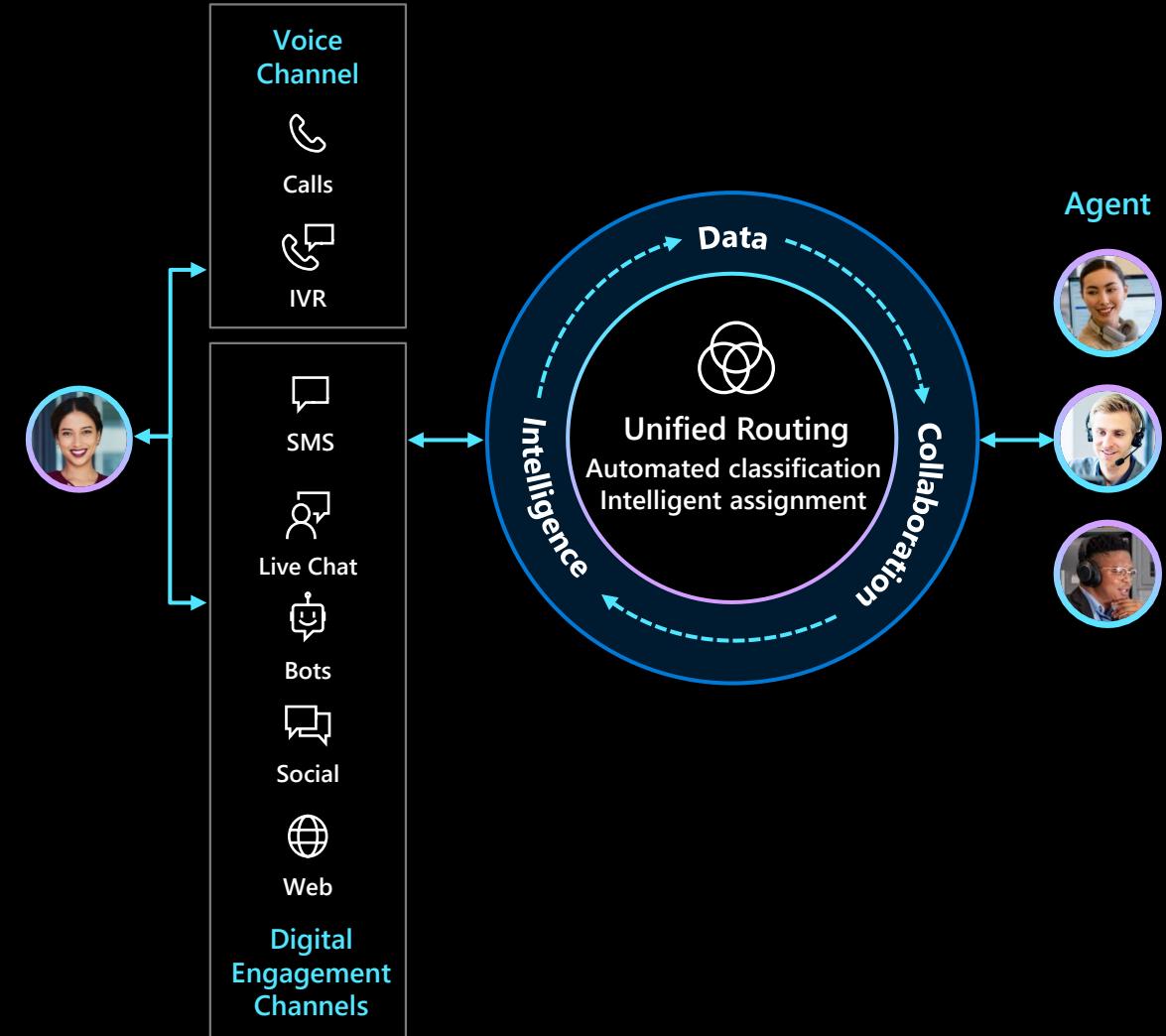


# Connect with the right agent the very first time

Assign incoming services requests on any channel to queues and intelligently route to best-suited agent

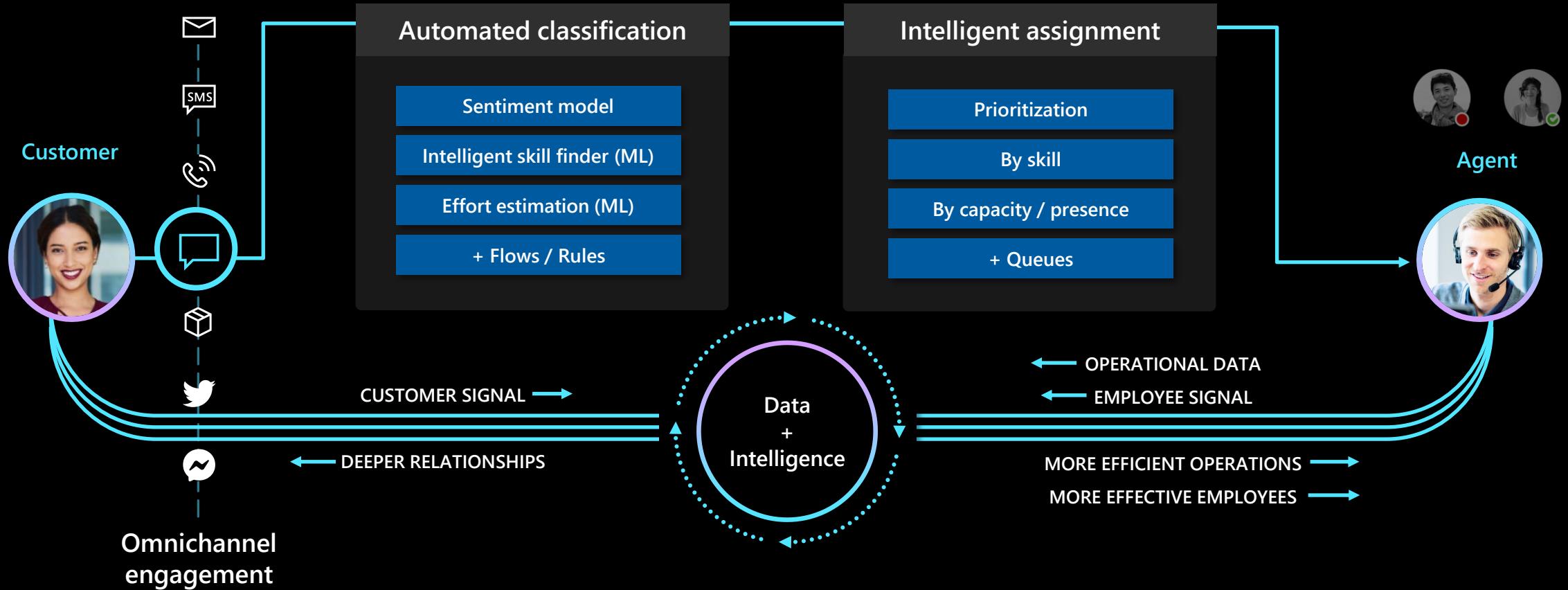
Improve CSAT using automatic classification and unified routing to optimize channel performance

Improve first time resolution with standardized rules and AI-based routing to match service request with best-suited agent



# Intelligent Unified Routing

Omnichannel routing that can assign incoming work items to the best-suited worker or queue



# Show them you know them...



# Personalize and safeguard customer interactions

## Biometric Authentication

Authenticate customers in seconds based on inherent biometrics and other factors

## Fraud Prevention

Secure every customer and employee interaction while uncovering fraud patterns and attack vectors

## AI intent prediction

Know why customers are calling and customize the experience to anticipate needs

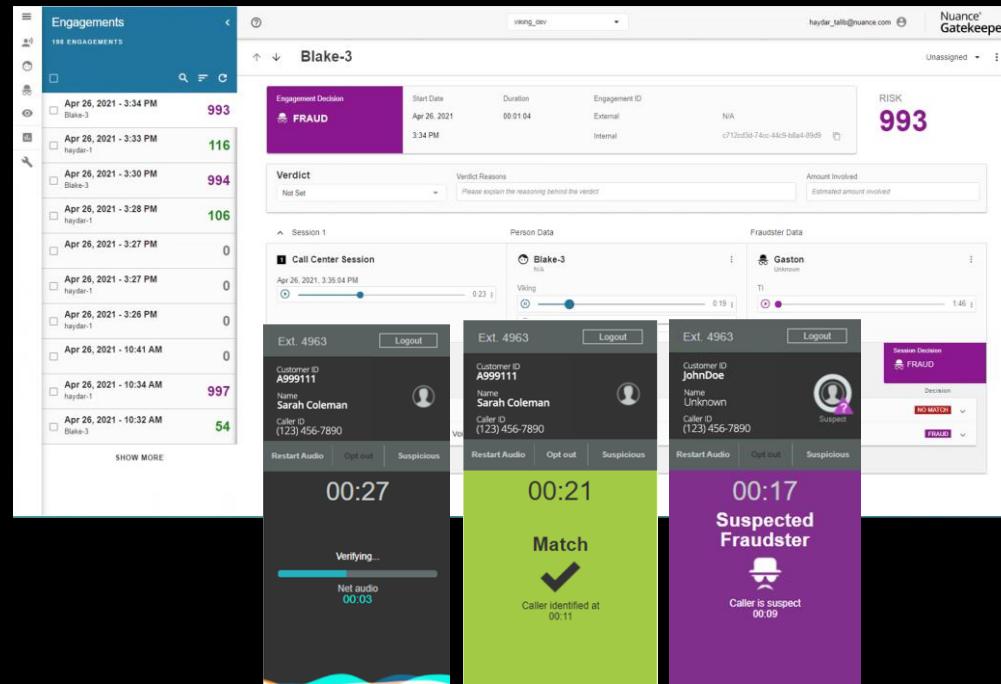


# Protect and personalize your contact center

Secure conversations with authentication and next generation conversational IVR from Nuance

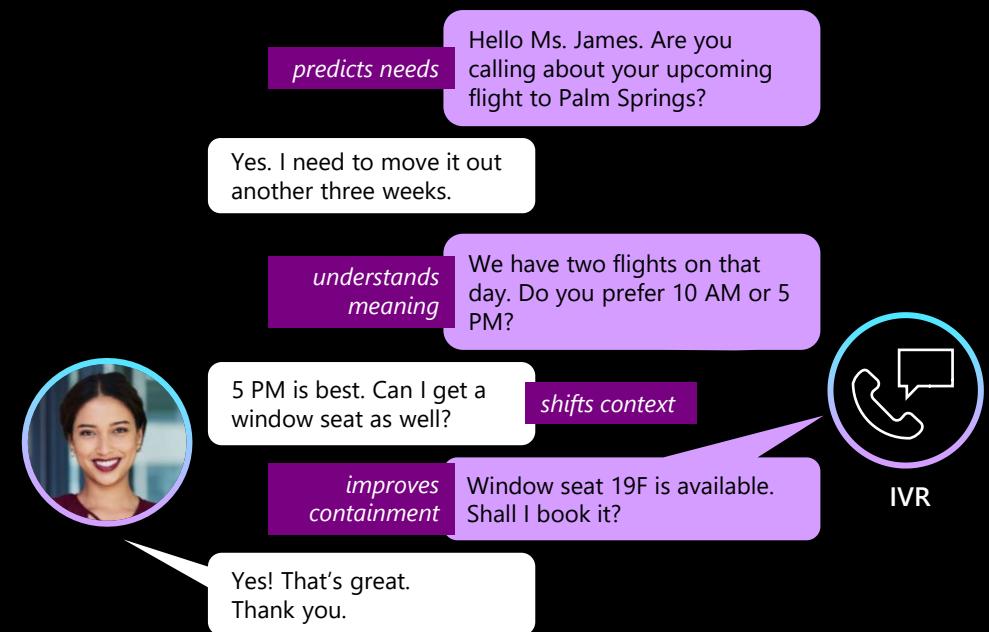
## Authentication and fraud protection

Protect and personalize the customer journey on the customer's preferred channel



## Conversational IVR

Quickly resolve customer inquiries through natural, human-like interactions



# Make agents' work effortless...



# Improve agent productivity / modern case management

## Agent efficiency

Assist agents with real-time intelligence, recommendations, and sentiment analysis

## Teams collaboration

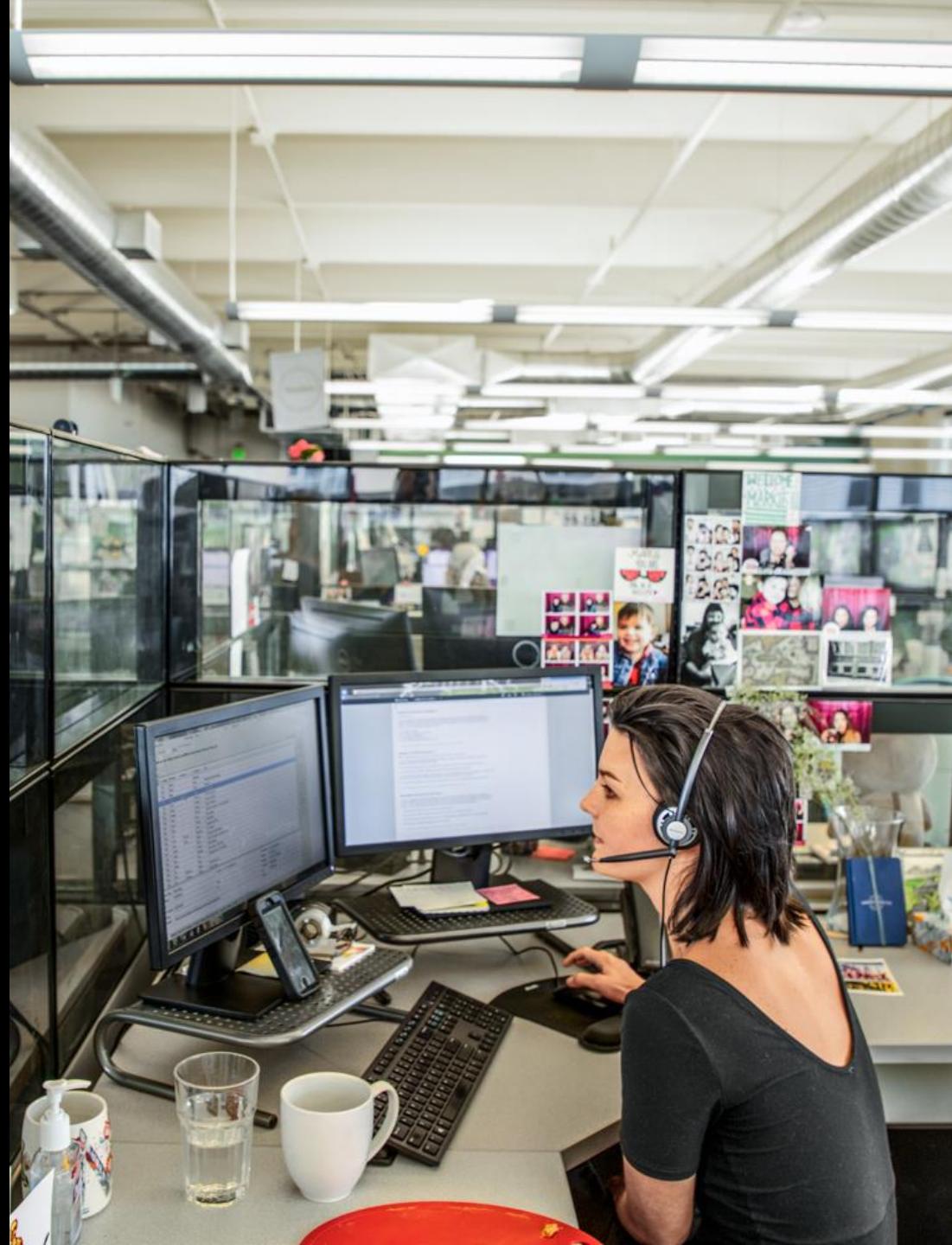
Collaborate with colleagues, supervisors and experts anytime, anywhere

## Holistic customer view

Provide agents with a 360-degree view of the customer and their journey

## Knowledge management

Serve quality knowledge articles to agents and customers



# Contextual experience for agents to increase productivity

Resolve issues faster using real-time transcription and multi-lingual translation

Give agents the ability to steer conversations toward a positive resolution with real-time sentiment analysis

Increase agent effectiveness with AI-recommended knowledge articles and Smart assist to highlight similar resolved cases

Powerful agent desktop with a holistic view of the customer data (history, transcript, profile) and multi-session user interface



# Provide all information in a single agent dashboard

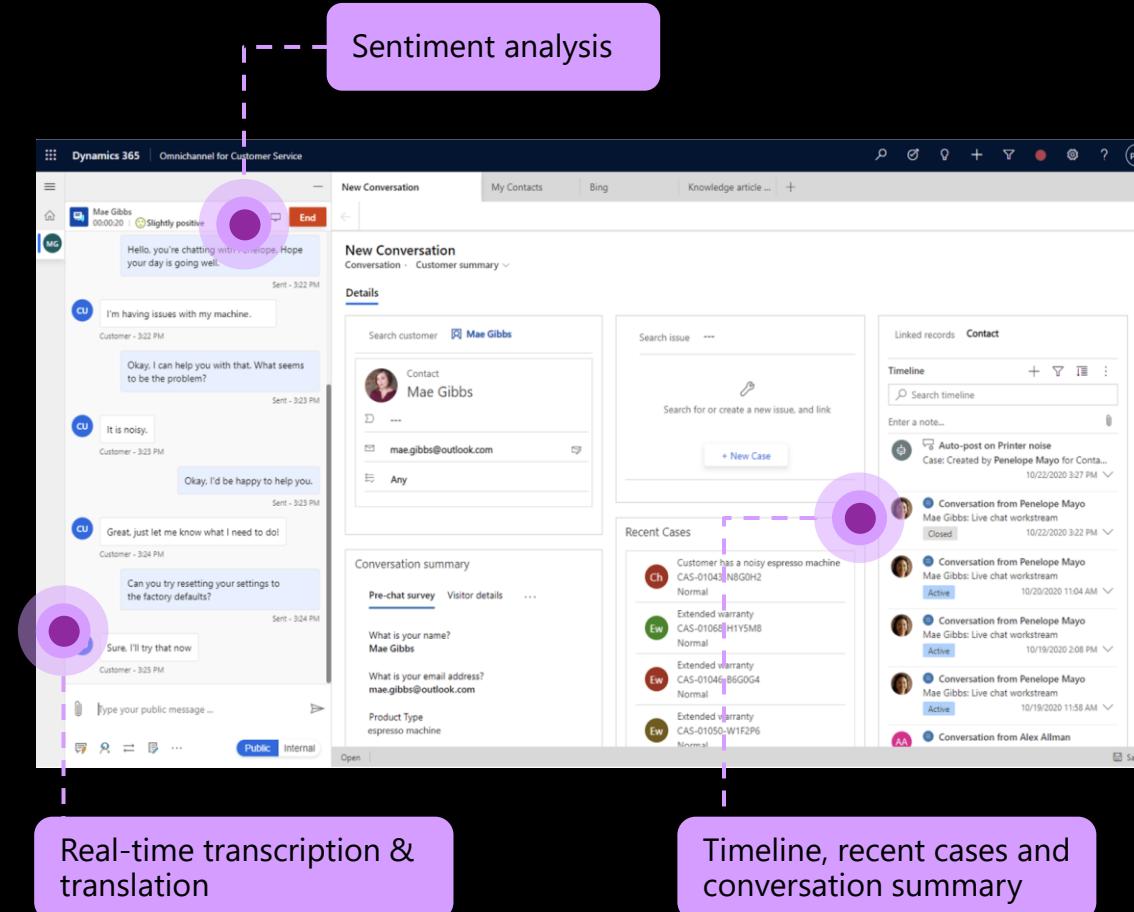
Get a 360-degree view of the customer and case data

Meet customer needs by viewing timeline, recent cases and conversation summary in a single desktop view

Provide full context with real-time transcription and the ability to re-align the conversation based on real-time sentiment analysis

Interact with multiple apps, across multiple channels without losing context through a single console

Take customer requests from any channel and handle multiple sessions at a time



# Knowledge management

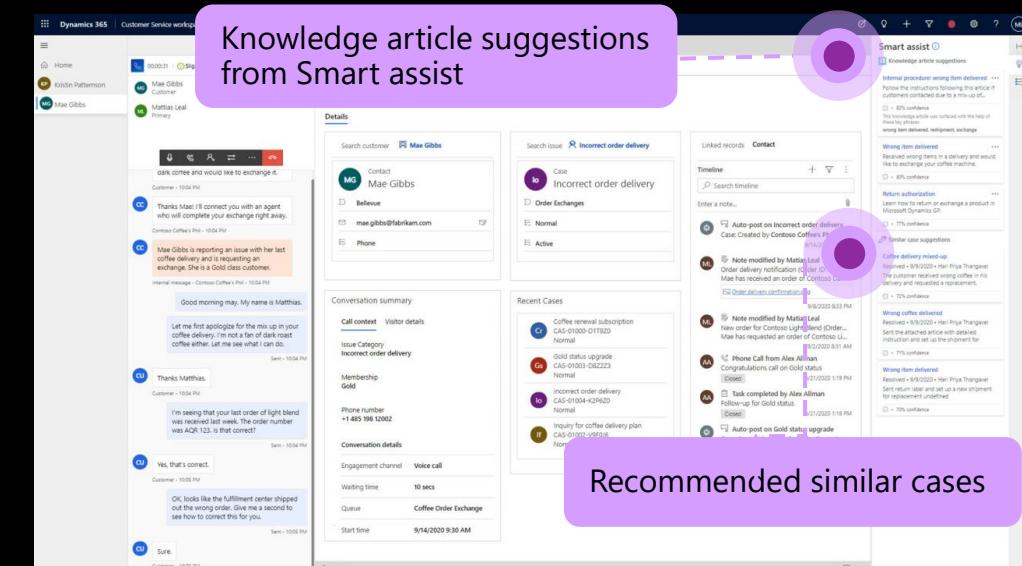
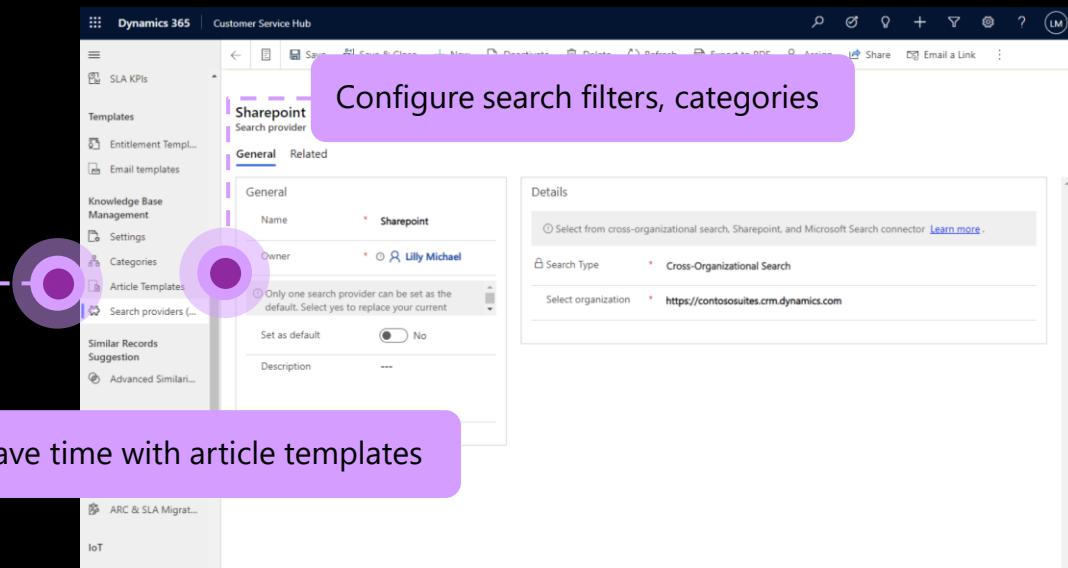
Serve quality knowledge articles to agents & customers

Automatically surface AI-driven suggested knowledge articles and similar resolved cases with Smart assist

Easily configure search filters, author language and manage knowledge categories

Save time by creating article templates in Power Apps

View knowledge base content inline, including images and videos, and easily share with customers



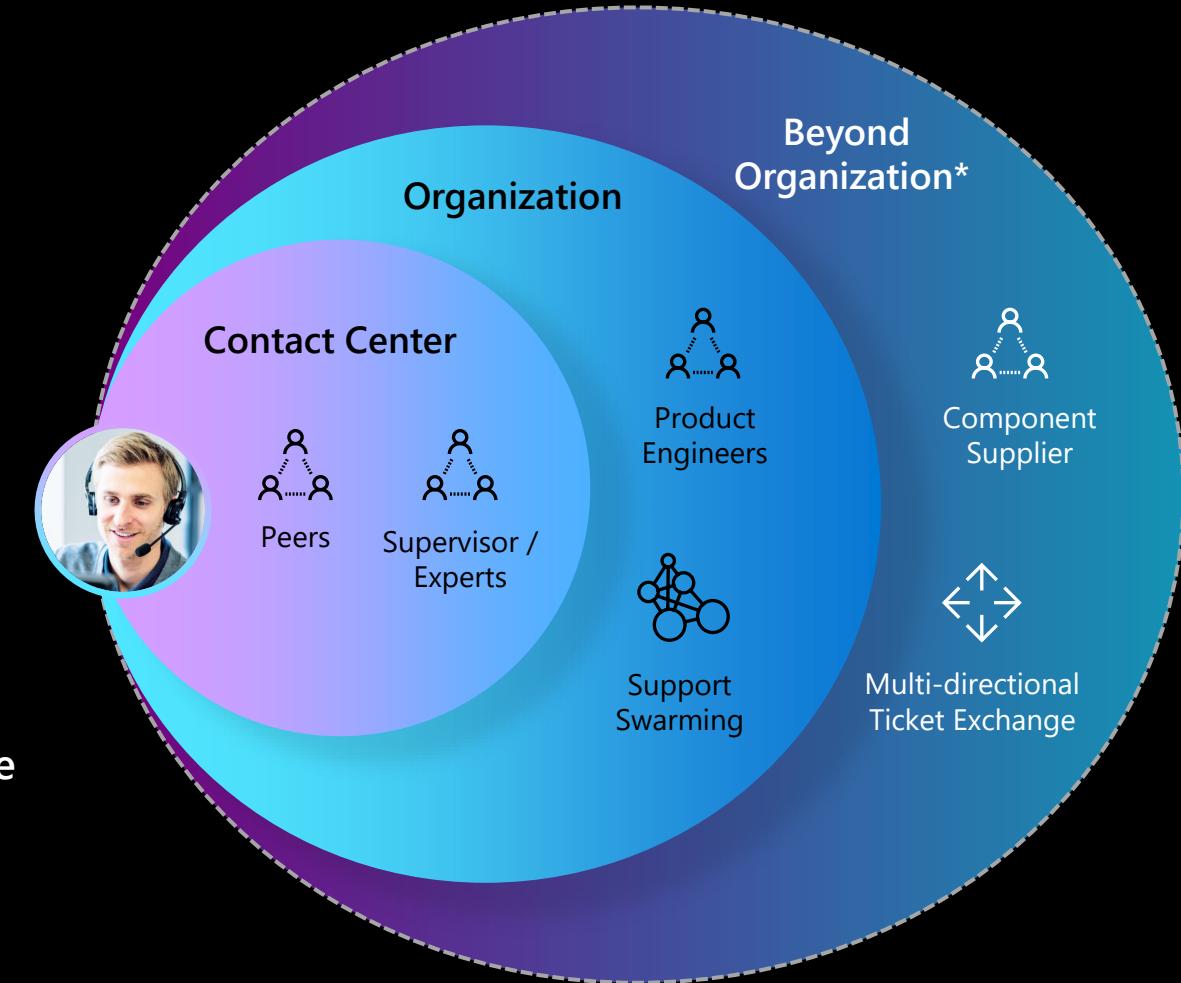
# Collaborate by harnessing the expertise across the organization

Expedite issue resolution using embedded Teams calling and chat

Seamlessly access and share Dynamics 365 service records across Teams and Microsoft 365

Discover colleagues within contact center, across organization

Quickly create a swarm for experts to come together and drive issue resolution



\*Beyond organization: Future vision / roadmap capability

# Embedded Teams chat in Dynamics 365

Collaborate with colleagues, supervisors to accelerate issue resolution

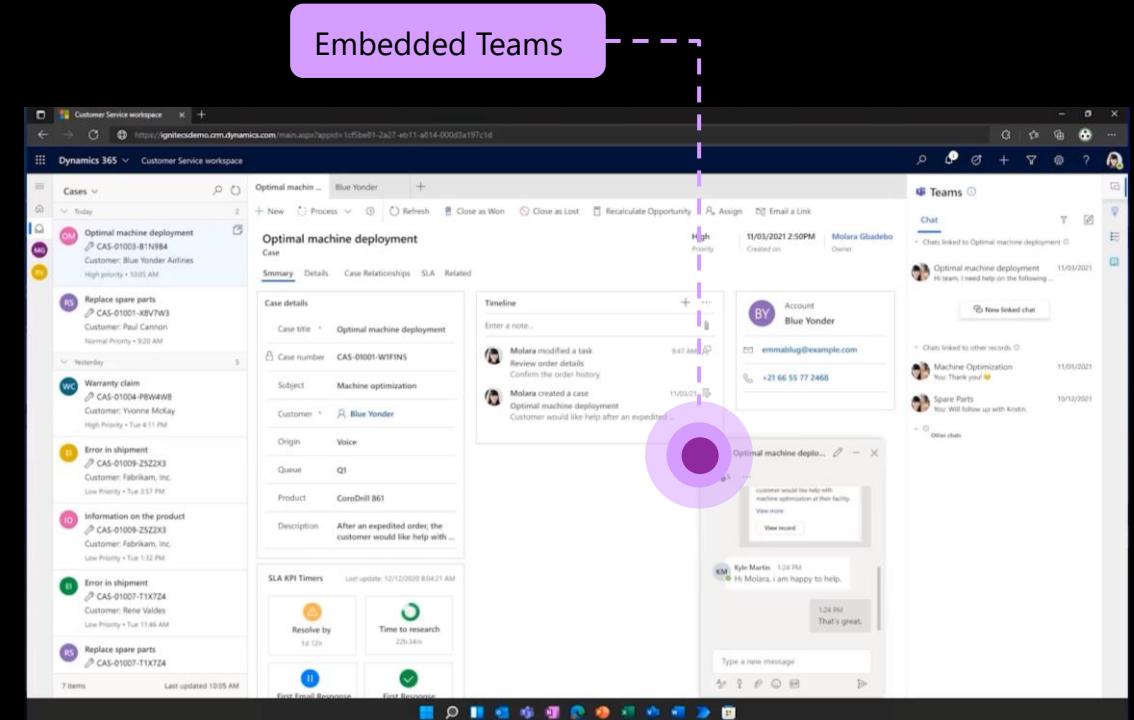
Connect with key contacts and AI-suggested colleagues who have resolved similar cases

Quickly bring together experts, supervisors and account owners related to the service record

Join chats linked to records and preserve context by automatically sending context cards

Facilitate seamless case transfers by enabling new agent to quickly ramp on context and continue resolution

Enable subject matter experts handling case escalation to view and participate in relevant conversations

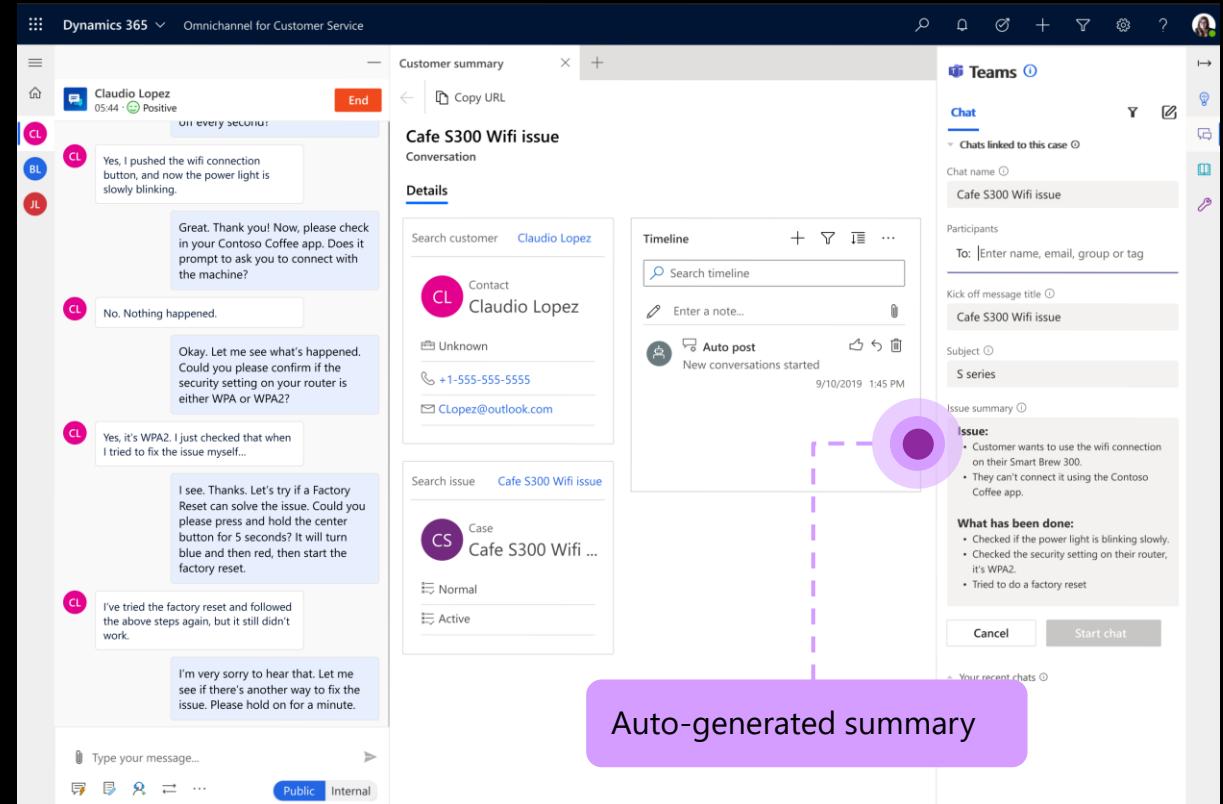


# Share context with embedded Teams chat

Accelerate issue resolution with auto-generated structured conversation summary

Share context from customer conversation with chat participants as part of embedded Teams chat initiation

Context includes summary of customer issue and result of resolution tried by the agent



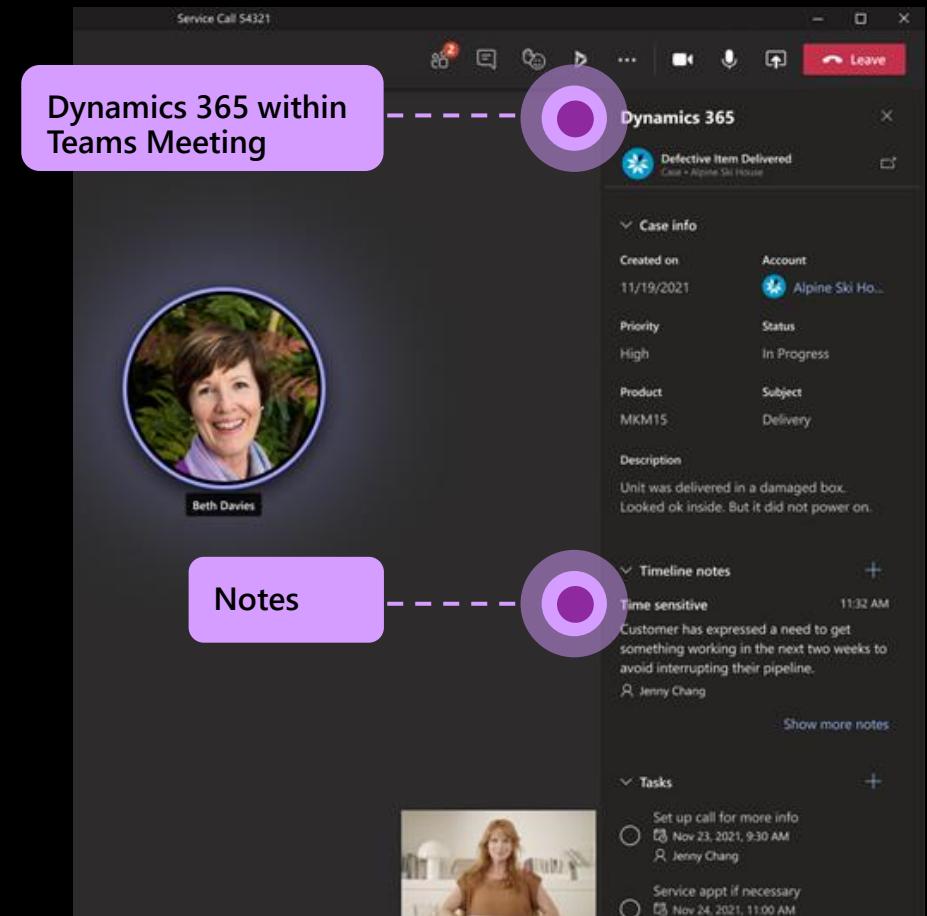
# Interact with Dynamics 365 records directly in Microsoft Teams meetings

Schedule a Teams meeting and join with one click, create and manage tasks from within Dynamics 365

Enable agents to access and update Dynamics 365 service records seamlessly during a Teams meeting with less app/context switching

Help agents focus better by automatically capturing notes during a Teams meeting and syncing them back to Dynamics 365 records

Protect customer data during the interaction across apps by honoring Dynamics 365 permissions and rules for data access



Public  
Preview

# Bring together talent by creating a support swarm

Customer support swarming maximizes expert resources on a case by connecting the right talent

Engage the best expert based on skills, availability and reputation

Alert relevant experts across Microsoft Teams with notifications

Use a single interface for swarm conversations and leverage smart capabilities to curate insights and automate actions

The screenshot shows the Dynamics 365 Customer Service workspace (Preview) interface. A purple callout box labeled "Reason for swarm request" points to the "Customer support swarming" section where a customer issue is described. Another purple callout box labeled "Suggested participants" points to the "Participants" section, which lists "Skill matched experts" (Lydia Bauer, Bruno Zhao, Kystal McKinney) and "Auto notified" (Mona Kane). A third purple callout box labeled "Suggested skill criteria" points to the "Request skills needed" section, which includes categories like Litware, Cafe100, Contoso, Installation, and Power supply. The interface also displays SLA KPI Timers and a Microsoft Teams chat window.

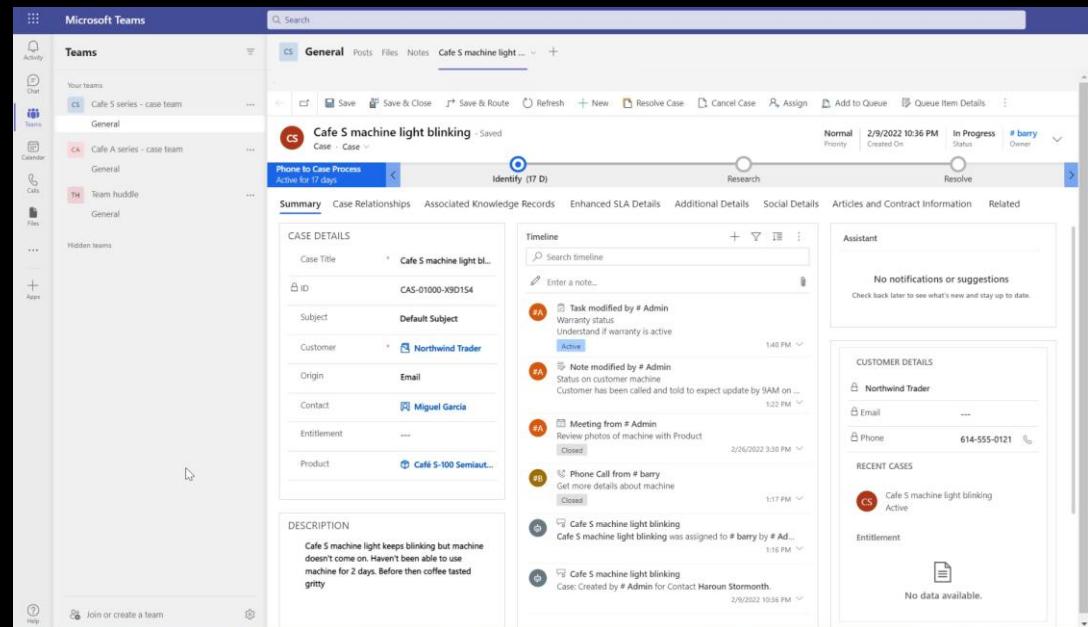
# Collaborate using familiar Microsoft applications

Collaborate on service issues in a modern agent workspace

Access Dynamics 365 records in Outlook or pin them to Teams channels for collaboration

Build and co-author documents using Microsoft 365 and automatically sync to Dynamics 365

Analyze Dynamics 365 data using Excel online

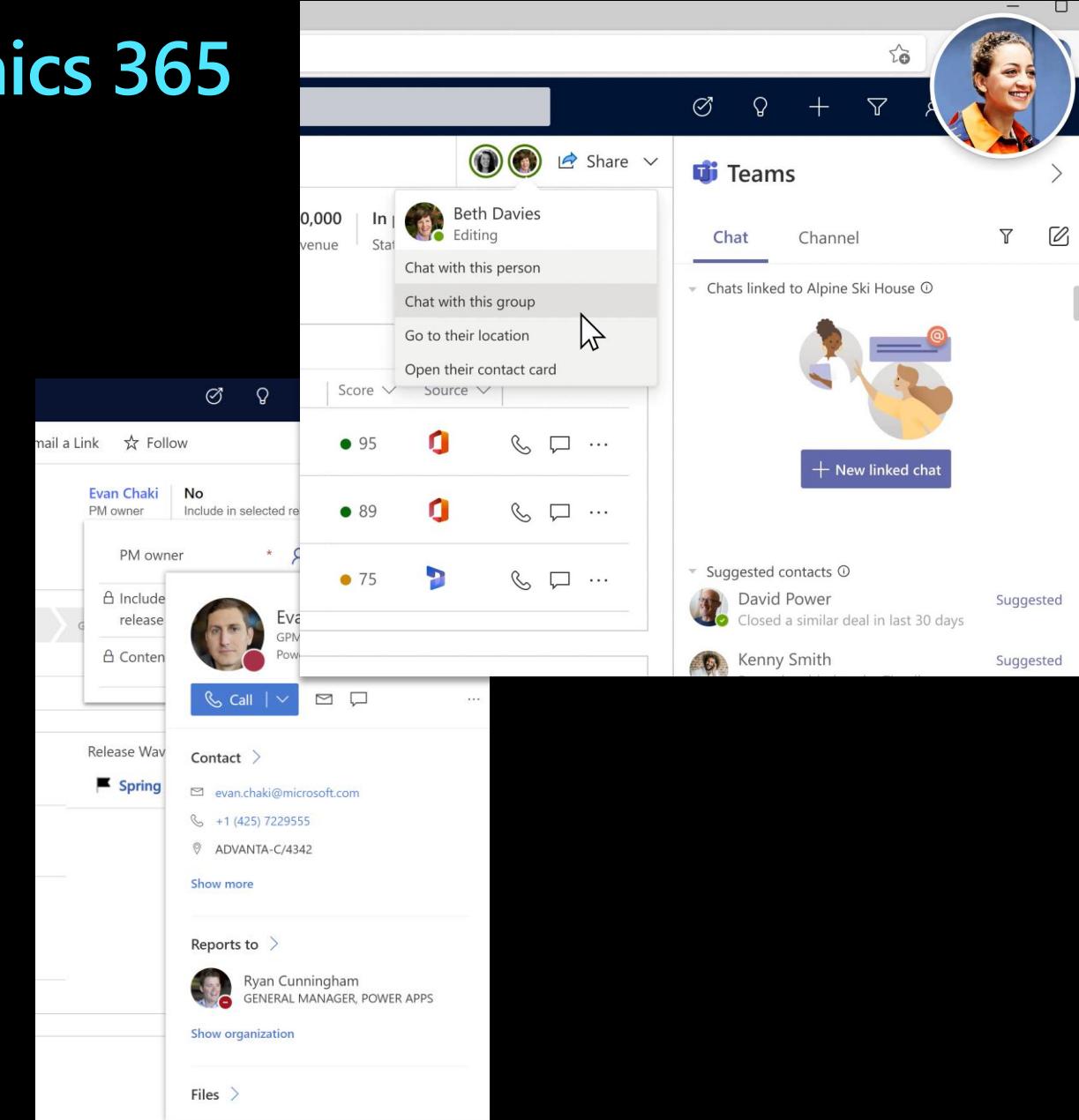


# Use Live co-presence in Dynamics 365 for one-click engagement

Quickly identify and engage stakeholders active on Dynamics using Live Profile Card that provides key meta-data and live presence

With one click, initiate an embedded Teams chat session and link the chat with the service record

Place a call with the embedded Teams dialer and auto generate call transcript & insights



# Rich analytics to discover opportunities for service improvements

Identify trends with AI-generated insights on cases, agents, topics, sentiment

View individual agent performance to overall group KPIs

Better understand agent behavior with knowledge-search insights

Get actionable insights into how agents and support topics are affecting organizational KPIs



# Real-time insights

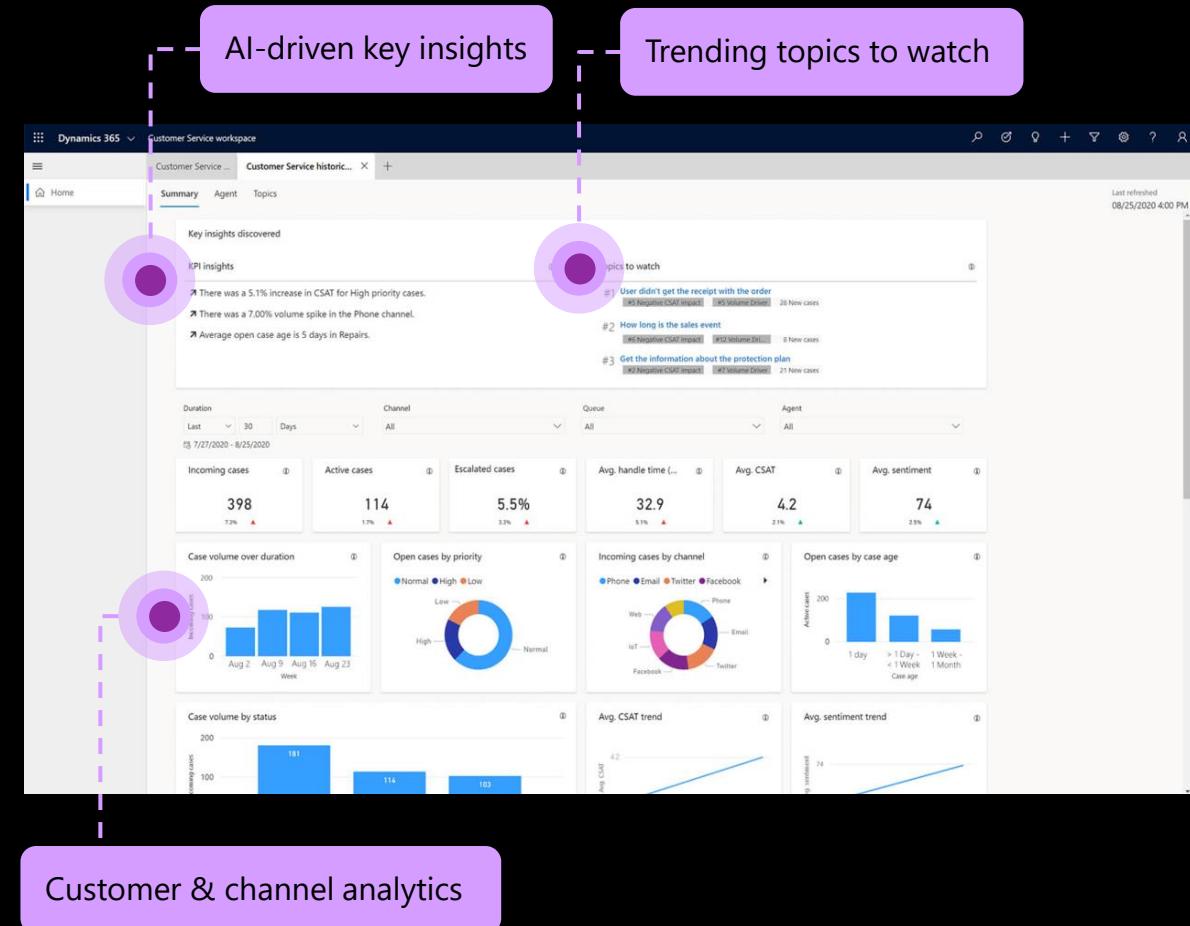
Enhance customer satisfaction and make data-driven decisions

View a broad range of analytics to target opportunities to improve with one easy to read dashboard

Quickly identify trends with AI-generated insights on cases, agents, topics, sentiment

Generate reports including KPIs —cases created and currently open, average CSAT and sentiment scores, resolve time

View at-a-glance operational and support metrics right out-of-the-box



# Conversational analytics

Get instant visibility into trends across channels

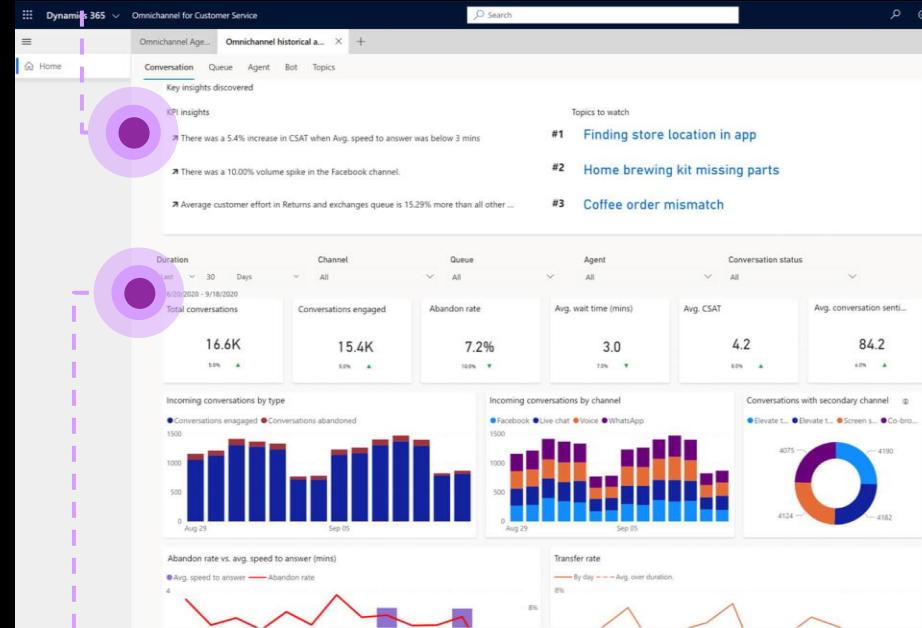
Complete view of voice KPIs and conversation insights, including historical analytics and customer sentiment

Use data to improve the support experience by drilling down from group to the individual agent performance

Reports include availability, average length of time in conversations, average response time per session, and incoming conversations by channel

Enhance data visualizations using Power BI and eliminate toggling from one app to another using one embedded experience

Drill down voice KPIs



Conversations metrics

# Supervisor dashboard and analytics that provide full visibility and insights

AI-driven analytics and key insights in one, comprehensive & easy to view supervisor dashboard

Omnichannel insights dashboard provides KPI and trends to understand overall state of the support experience at-a-glance

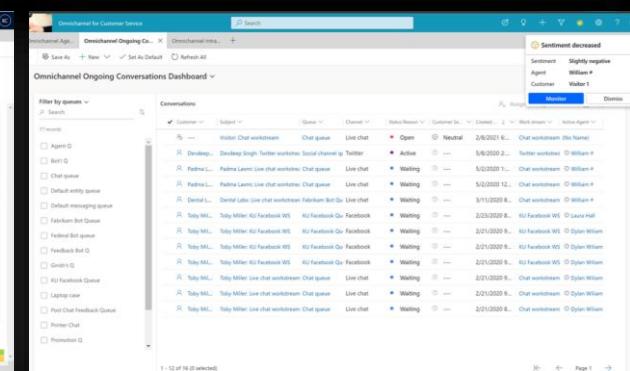
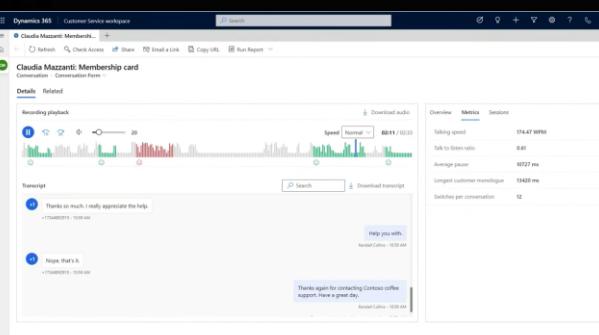
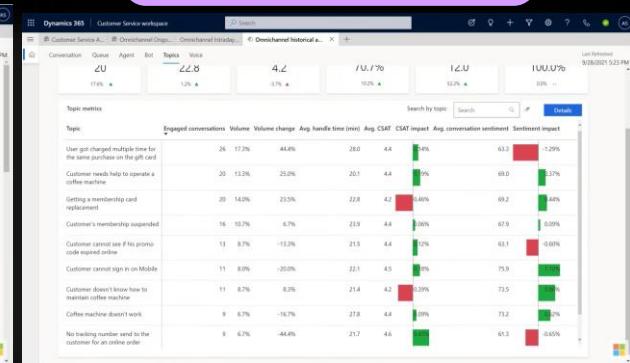
Use transcription and sentiment analysis of conversations to train and coach agents

Get full visibility into support conversations with alerts for conversations that may require intervention

Comprehensive omnichannel dashboards



Topic discovery highlights improvement opportunities



Transcription and sentiment analysis of conversations

Monitor, whisper, or join ("barge") into an active conversation

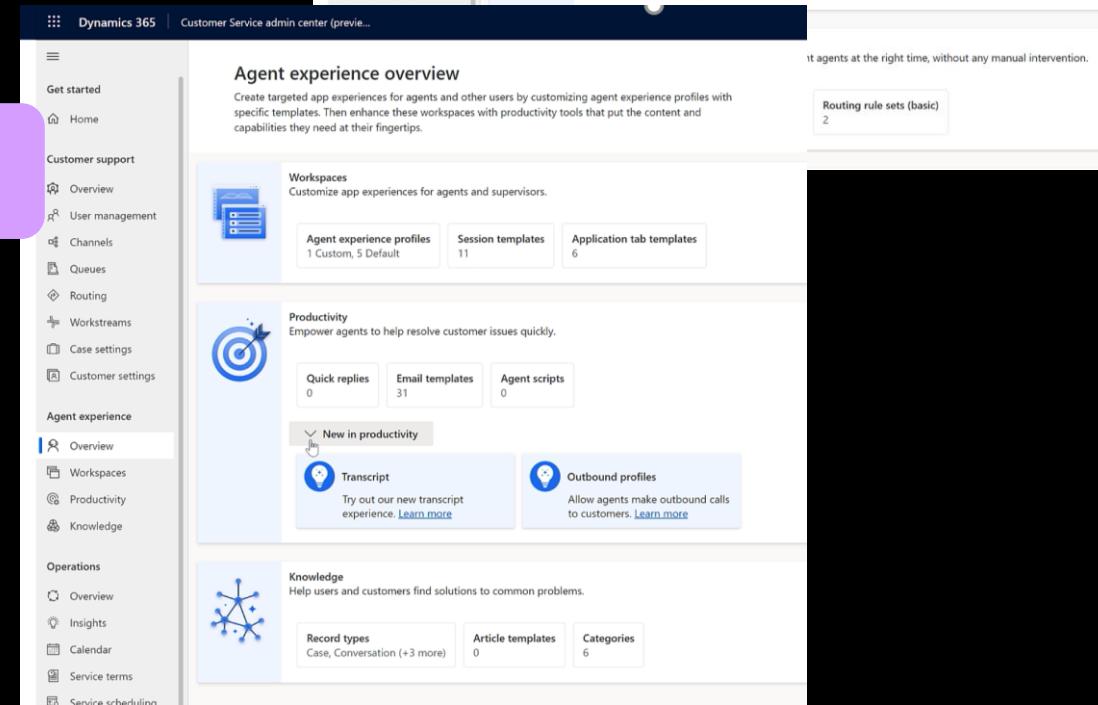
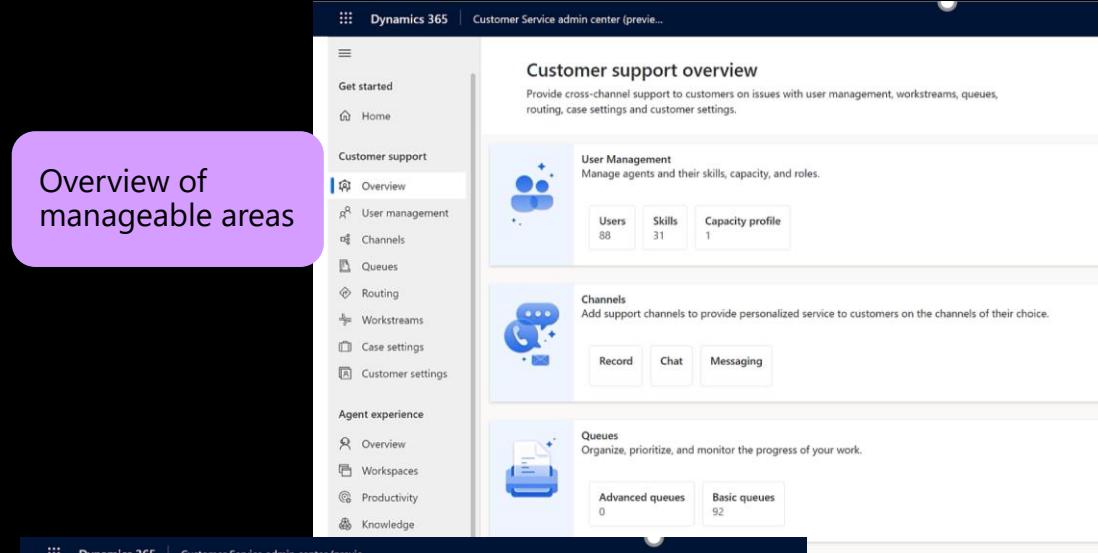
# Customer Service Admin Center for managing the support and agent experience

Task-oriented site map for easy navigation

Overview pages for each area that list at-a-glance information with deep links to manage features

Feature landing pages with overview of the feature-specific capabilities

Wizard-like 'Getting started' experience (preview)



# Run your business fast and lean...



# Increase customer acquisition and revenue

## Proactive Chat

Track user behavior and data to quickly identify and offer optimal engagement opportunities to improve CSAT, reduce abandonment and increase revenue

## Drive agent effectiveness

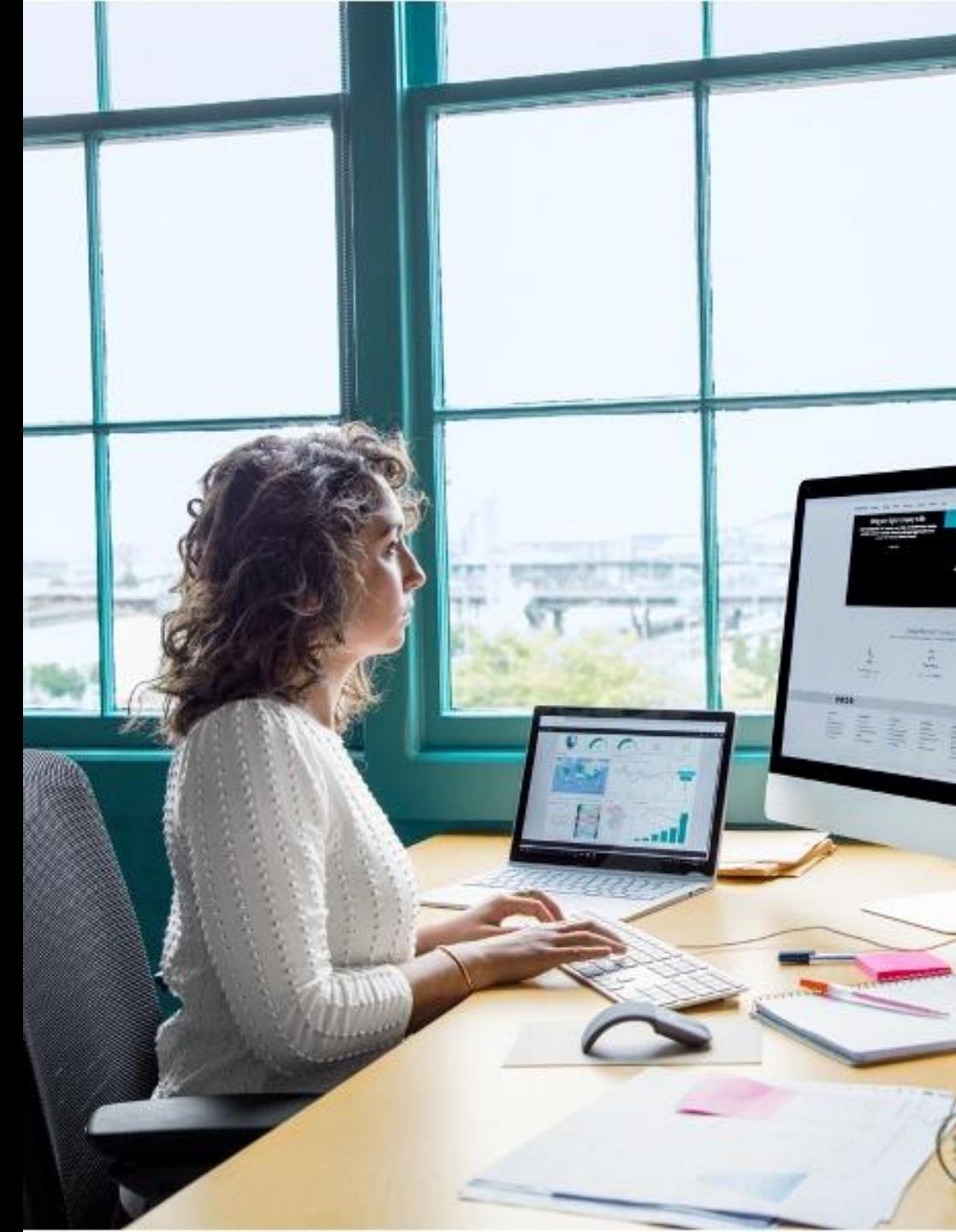
Enable agents with real-time offers to drive upsell and increase conversions

## Proactive engagement

Pre-emptively notify customers of special promotions and updates, accelerate their purchase intent, and boost revenue and long-term value

## Virtual assistants and chatbots

Help customers find and select products, offer recommendations, and drive up-sell and cross- sell revenue with personalized offers



# Drive IT infrastructure simplicity, flexibility and innovation

**Single, unified platform for contact center, CCAI and CRM**

Simplifies implementation and support removing complex integrations

**Elastic cloud scale to accommodate fluctuations**

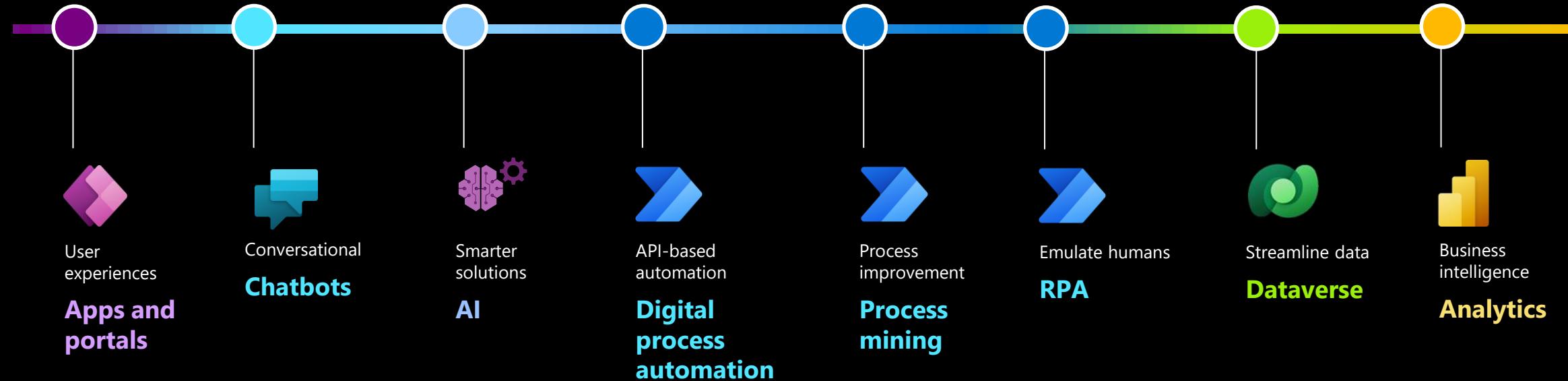
Automatically adjust to changes in contact volume, agent counts, wait times, and service levels without performance impact

**Rich data platform (dataverse)**

Delivers single source of truth for all interactions, configurations and models across the solution without siloed tools for each solution component



# Open and extensible platform for your Digital Contact Center



# Choose no-code, low-code, or pro-code tools and services without extensive custom development

## Low/no code Business Enabled Development

Rapidly develop tailored low code/no solutions enabling greater flexibility for your contact center including bots, apps, automation and dashboards

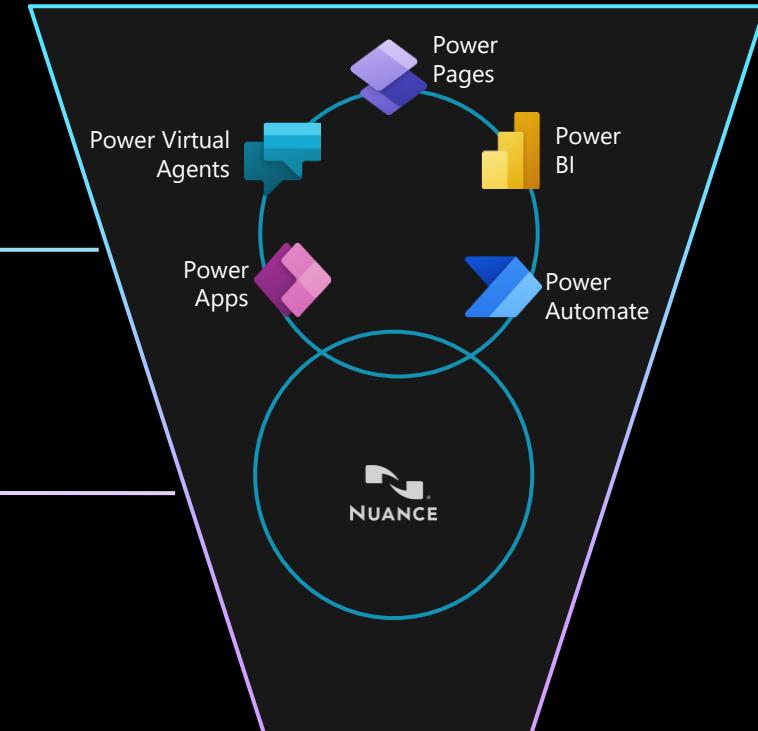
## Pro code Development

Build with professional development teams with code-first approaches

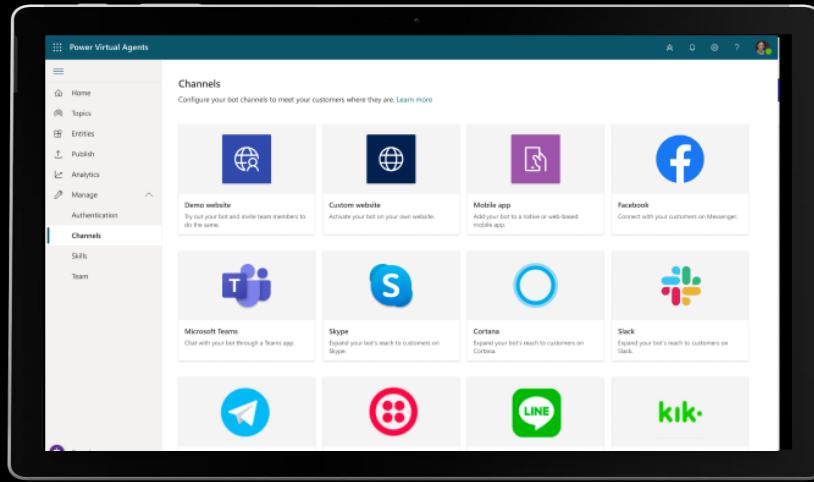
## Professional Services Development

Extend with custom experiences using a team of experts to build it for you, train you, and hand over the keys for you to manage

Open, extensible, and adaptive platform

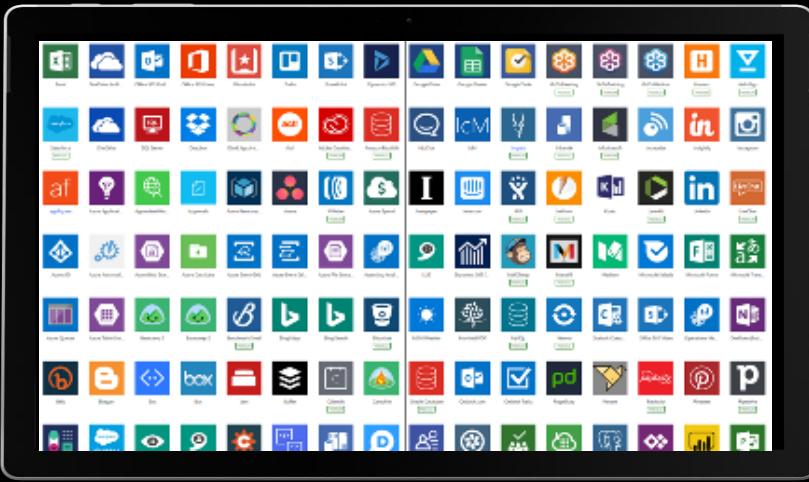


# Rapidly build with Power Virtual Agents low to pro code platform

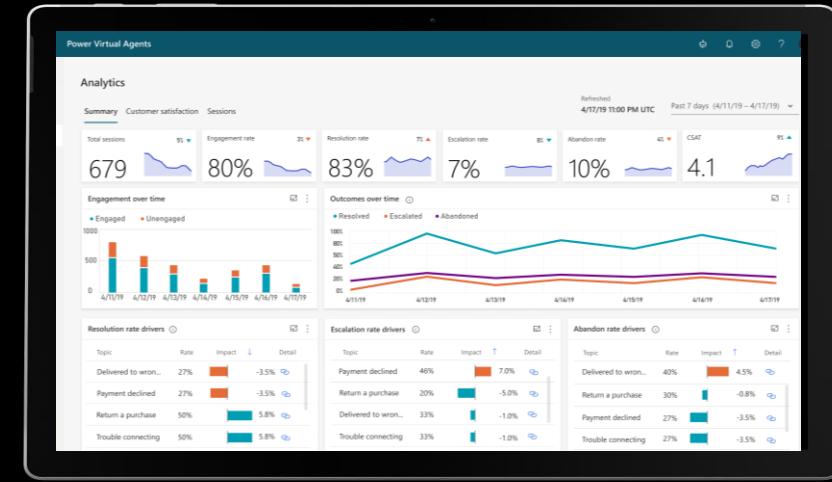


The screenshot shows the 'Channels' section of the Power Virtual Agents interface. It lists various ways to deploy your bot, each with a corresponding icon and brief description:

- Demo website
- Custom website
- Mobile app
- Facebook
- Microsoft Teams
- Skype
- Cortana
- Slack
- Telegram
- LINE
- kik



The screenshot shows the 'Connectors' section of the Power Virtual Agents interface. It displays a large grid of icons representing various prebuilt and custom connectors available for integration.



The screenshot shows the 'Analytics' section of the Power Virtual Agents interface. It features several dashboards displaying real-time performance metrics such as total sessions, engagement rate, resolution rate, outcomes over time, and drivers for various customer interactions.



**Meet customers where they are**  
Create multi-modality enabled bots.  
Deploy on websites, mobile apps,  
Facebook, Teams and more.

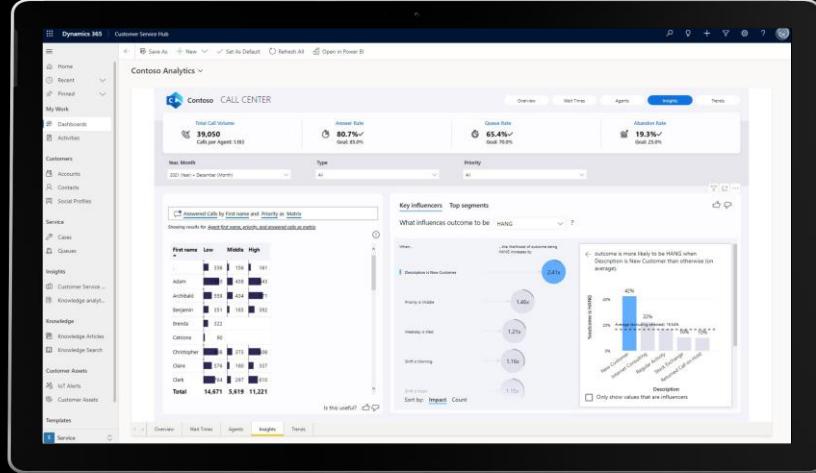
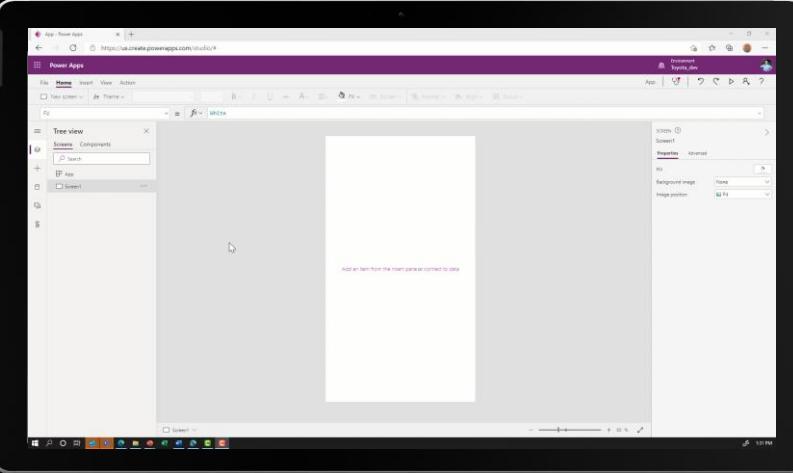
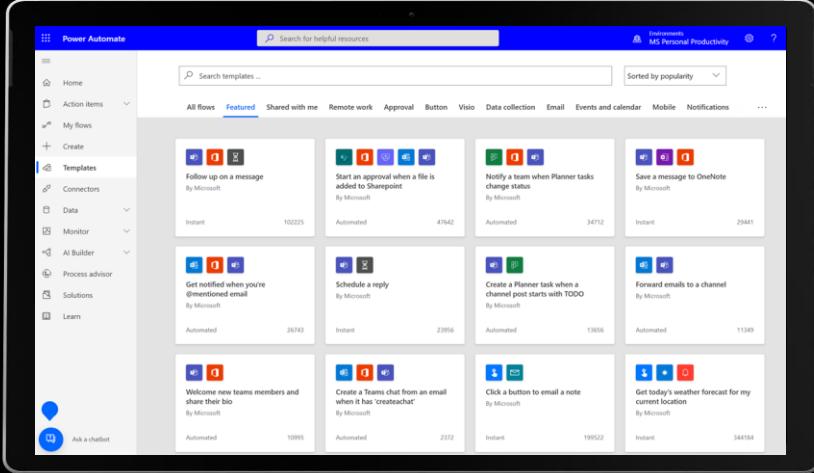


**Bring your systems and services  
to life**  
Connect the conversation to action with  
700+ prebuilt connectors + custom  
connectors



**Continuous improvement and learning**  
AI driven insight and analytics into your  
customers needs and opportunity for  
improvement

# Extend with other Power Platform apps



## Power Automate

- Create digital and robotic process automation for nearly any customer service process
- 700+ prebuilt and custom data connectors to your ecosystem
- Transform paper processes and manual data collection



## Power Apps

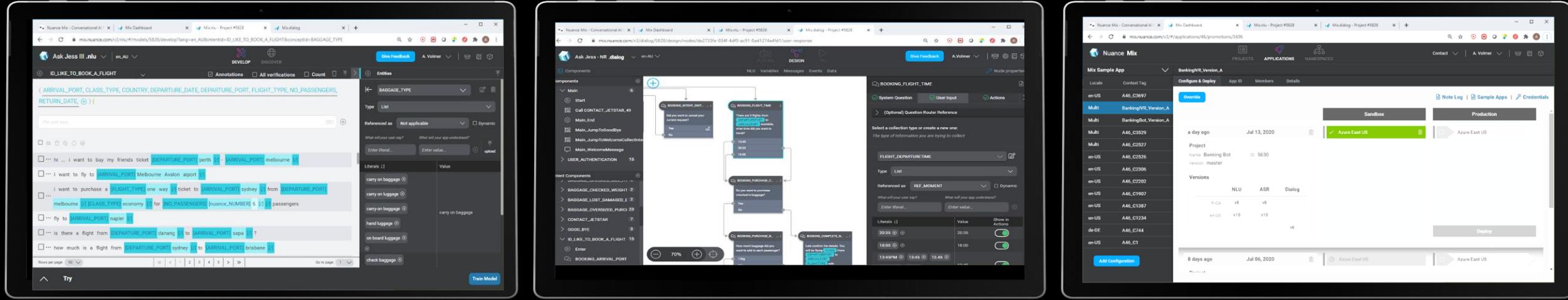
- Create agile apps that accomplish specific customer service tasks
- Design Agent apps or customer facing portals connected to your contact center
- Launch working apps in one click across web and mobile platforms



## Power BI

- Simplify data integration and get near real-time insights
- Built-in AI capabilities like Anomaly Detection, Natural Language Q&A, and Key Influencers
- Use template apps to transform any Dynamics 365 data into engaging visuals

# Create conversational IVRs and Virtual Assistants with Nuance Mix pro code platform



## Mix NLU

- Build your own natural language data models or leverage a pre-built vertical industry models
- Mix Discover Learning Loop imports live samples to automatically tag, discover, add or update intents

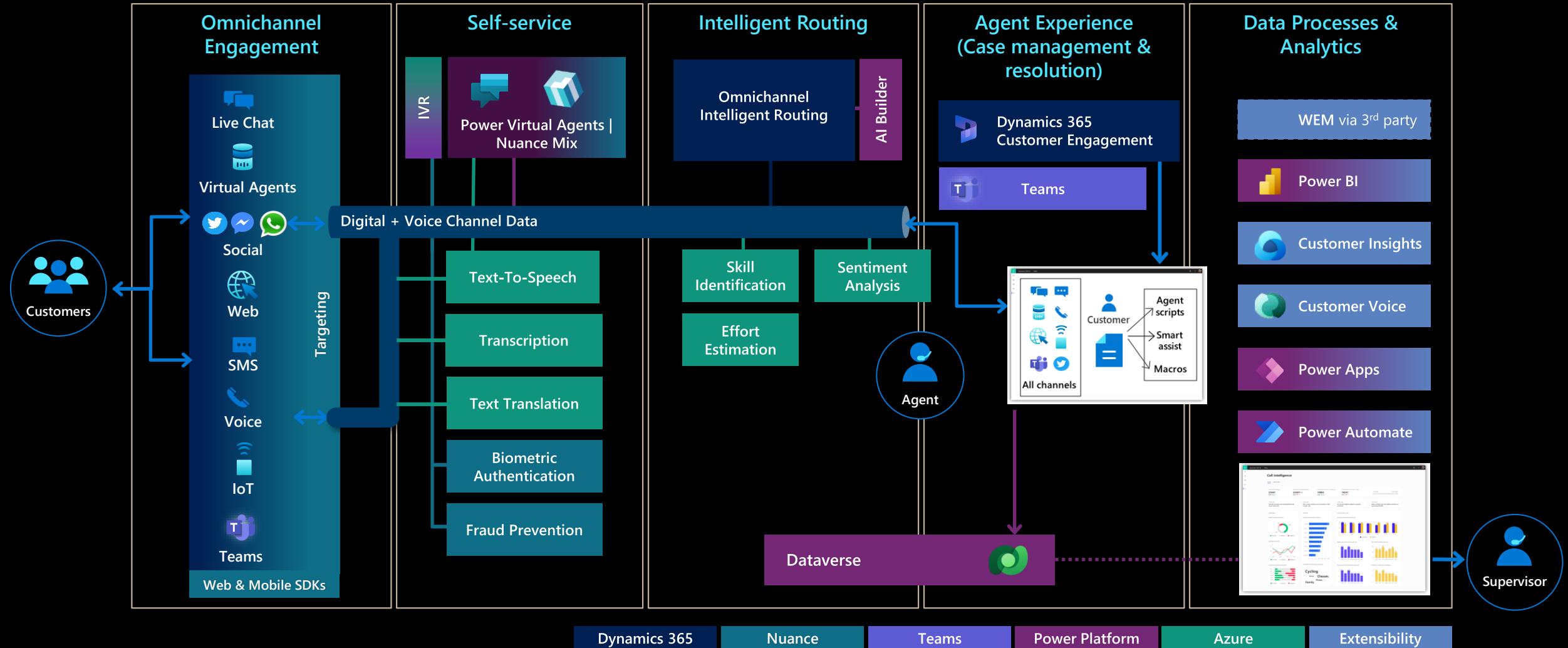
## Mix Dialog

- Create conversational flows with an easy-to-use graphical editor
- Build it once and manage all channels and languages in the same flow
- Automatically addresses concepts such as multi-slot recognition, anaphora, intent switching and intent ellipsis

## Mix Dashboard

- Manage users, projects and applications from a single tool for your entire organization
- Automate deployments across development, test and production environments
- Manage configuration and application security settings

# Microsoft Digital Contact Center Platform



# Summary: Digital Contact Center Platform Capabilities

Contact center / Key capabilities	Digital Contact Center	Remarks
<b>Microsoft as 1<sup>st</sup> party Telephony Provider or support for 3<sup>rd</sup> party (incl. Calling plans)</b>	✓	D365 Voice 1 <sup>st</sup> party via ACS for Customer Service Workspace; 3 <sup>rd</sup> party via Azure Direct Routing. Teams Phone 1 <sup>st</sup> party via Teams Calling Plan; 3 <sup>rd</sup> party via Operator Connect or Direct Routing; D365 Voice and Teams are separate connections
Suite of inbound/outbound voice calling features (Music on hold/wait, Call transfers, Record/manage...)	✓	D365 Voice capabilities. Teams Phone supports auto-attendant and call queues for internal or external customer care scenarios with simple routing (round-robin, last used)
SMS support	✓	
<b>Biometric ID and Authentication with Fraud Prevention</b>	✓	Nuance Gatekeeper
<b>Conversational IVR/Voice bot &amp; Chatbots</b>	✓	Power Virtual Agents and Nuance Mix
Skills based routing	✓	
<b>Intelligent and Unified Routing (AI-based)</b>	✓	
<b>Digital &amp; Social Messaging Channels</b>	✓	
Voice call and <b>Omnichannel analytics</b>	✓	
Agent Desktop with voice and multi-session messaging interface	✓	
Video Interactions and IOT Support	✓	Teams Video Features, Image/Photo and Screen Sharing
Holistic 360-degree view of customer data (Live Transcripts, Case History, Customer Profile)	✓	
<b>AI-assisted customer service</b> (intents, authentication status, next best action recommendations, prior case/knowledge guidance, sentiment)	✓	
<b>Collaboration to engage Subject Matter Experts with Context</b>	✓	Embedded Teams in D365

# Global success transforming customer service



# Global success transforming customer service

Trusted by  
95% of the  
top 20  
financial  
institutions



TalkTalk

Dräger

eppendorf



PANDUIT™

PERI®

PHIHONG

Humana

COMCAST

SHI  
Cryogenics Group

Eneco

STADIO

TEDI

mater

GAUTENG  
PROVINCE OF THE  
REPUBLIC OF SOUTH AFRICA

vodafone

HSBC

PENRITH  
CITY COUNCIL

VFOIA

HSBC

ONEDIGITAL

City of Westminster

MORGAN  
SINDAL  
GROUP

USA

VOCA

KOTZIOS  
DAOIS

ETIHAD  
AIRWAYS

apollo2

TUI

AP  
DARS

CLARION  
HOUSING GROUP

NatWest

TELSTRA

ID Bank

Bromford.

BRONX  
CONNECT

PHDC

San Diego  
Workforce  
Partnership

Trustmark

HSBC

NatWest

NetWest

NetWest

verizon

Rakuten

Albertsons

METRO  
BANK

the power of  
humanity

AUSTRALIAN  
RED CROSS

Sabadell

SpareBank  
SR-BANK

TRAFNIDIAETH CYMRU

TRANSPORT FOR WALES

# Combined strength in outcomes-focused AI



**\$3B+**

Annually saved across  
multiple industries<sup>4</sup>

**50%**

Fewer agents needed due to  
improved agent productivity

**80%**

Increase in net promoter  
score (NPS) for customer  
service<sup>2</sup>

**85%**

First contact resolution<sup>1</sup>

**\$2B+**

Annually saved with  
sophisticated fraud detection<sup>5</sup>

**150%**

Increase in new sales<sup>6</sup>

**20%**

Increase in agent productivity  
through automation  
capabilities

**48%**

Higher CSAT with call  
outcomes

**73%**

Decrease in average handling  
time

**300%**

ROI from reduced financial  
losses related to fraud

# Everyone wins with the Microsoft Digital Contact Center

**80%** **Decrease** in case backlog

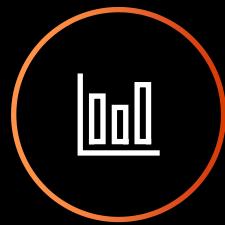
**73%** **Decrease** in average agent handling time

**50%** **Fewer** agents needed due to improved agent productivity

**15%** **Improvement** in first call resolution

**20%** **Increase** to productivity for agents with automation capabilities

# Digital Contact Center Platform benefits



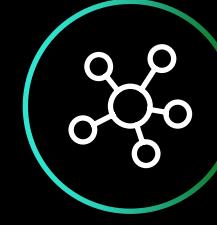
Avoid inconsistent service across channels



Enable seamless customer journeys across all channels



Eliminate disjointed analytics and insights



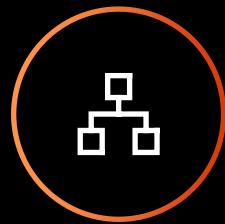
Utilize real-time, omnichannel analytics and insights



No more expensive, fragile integrations



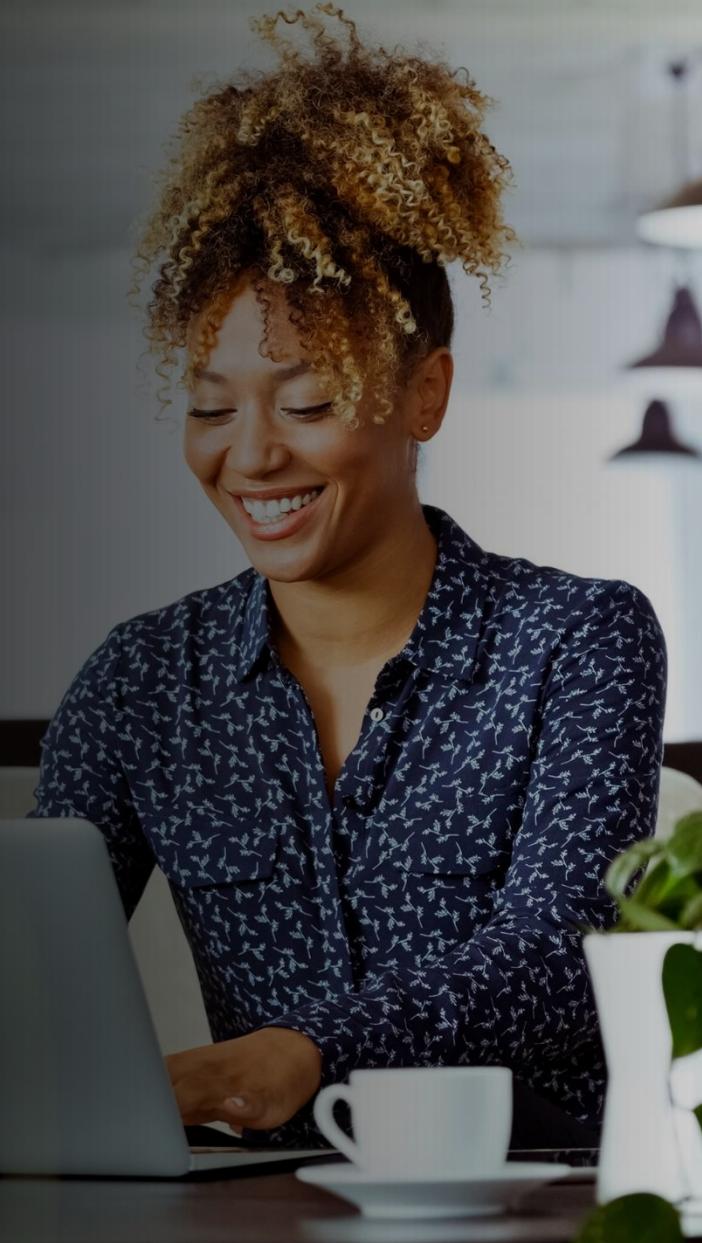
Reduce your total cost of ownership (TCO)



End the multi-vendor complexity



Get a simple, secure solution with Microsoft Cloud



## Next steps

Learn more about Microsoft Digital Contact Center by visiting [this page](#)

Read more about our vision for unlocking the future of the Contact Center [here](#).

# Thank you



# Appendix

# Microsoft Teams and Dynamics 365 Customer Service

## 1<sup>st</sup> party and 3<sup>rd</sup> party voice calling options

### Carrier PSTN service and Enterprise SBC

Separate connections for Dynamics 365 and Microsoft Teams



### Microsoft Teams Calling Plans

Microsoft is your operator



### Operator calling plans

**Operator Connect**  
Seamless integration  
of qualified  
operators



**Direct Routing**  
Bring your own  
operator & on-prem  
infrastructure



### Azure Communication Services

Microsoft is your operator



### Third Party Operator

**Azure Direct Routing**  
Bring your own operator



### Microsoft Teams Phone

Cloud-based enterprise-grade call control

### Dynamics 365 Customer Service (with Voice Channel Add-in)

Customer service workspace

# Empower agents to engage with context

Drive service excellence using real-time intelligence at agent's fingertips

Give agents what they need when they need it – access to AI-driven real-time insights and suggestions to resolve issues

Expand and deepen agent knowledge by surfacing AI-generated knowledge articles

Get comprehensive performance metrics to better understand trends, cases, agents, topics, sentiment

Identify opportunities for improvement in real-time and make data-driven decisions



# Microsoft Digital Contact Center Platform



Dynamics 365



NUANCE



Power Platform



Teams



Azure