Microsoft Dynamics 365 Contact Center

Deliver first-class customer interactions with an AI-powered, omnichannel contact center platform

Transform the service experience with Dynamics 365 Contact Center

Ensuring consistently exceptional customer interactions at scale presents unique challenges. Dynamics 365 Contact Center is a cloud-based solution powered by Copilot, empowering organizations to improve contact center efficiency and increase customer satisfaction.

SCROLL DOWN TO LEARN MORE

Addressing your most complex customer service challenges

Low CSAT scores?

Deliver deeply personalized interactions powered by AI, tailored for scale

Lengthy waiting queues?

Implement criteria-based intelligent routing for faster, more accurate query assignment

Poor service scalability?

Leverage a cloud-based platform designed for enterprise-level stability and uptime

Low data visibility?

Easily connect multiple complex data sources for a single, comprehensive source of truth.

Improve efficiency with Dynamics 365 Contact Center

Seamless omnichannel communication

Connect email, social media, SMS, mobile apps, and voice for consistent, personalized customer experiences across all touchpoints

AI-powered agent support

Use advanced virtual agents, instant translation, and personalized recommendations to improve agent productivity and first-call resolution rates

Integration with existing software

A composable system, D365 Contact Center seamlessly integrates with your existing CRMs and natively connects with Microsoft applications for a unified data landscape

Drive measurable impact with Microsoft contact center solution

More effective support

Over 2/3 of cases solved on first contact, driven by advanced agent tools and self-service capabilities[1]

Faster query resolution

Up to 2x faster resolution times with AI assistance and streamlined workflows, optimizing efficiency for massive inquiry volumes[1]

Improved agent matching

Up to 20% reduction in query misroutes with sophisticated AI-powered assignment, ensuring the right agent handles each inquiry[2]

Stronger customer loyalty

Over 1 billion USD in potential revenue through elevated customer experience and increased satisfaction across your customer base[3]

Sources:
1 Based on Microsoft case study analysis
2 Based on internal Microsoft implementation
3 How Customer Experience Drives Business Growth, 2024, Forrester

Gain advanced capabilities for personalized customer support

AI-based chat and voice bot support

Use customizable intelligent chatbots to easily handle high volumes of inquiries. Leverage Copilot's real-time translation, conversation analysis, and sentiment detection to quickly solve common issues and empower agents, freeing them for complex cases.

Intelligent query routing

Assign inquiries automatically based on multiple criteria, such as agent skill and experience, inquiry channel, conversation sentiment, real-time capacity, and more. Ensure optimal matching for every interaction across your large workforce.

Omnichannel conversation management

Centralize all customer interactions – voice, chat, email, social, SMS – into a single-view agent desktop. Provide a 360-degree view of every customer, enabling consistent, personalized experiences regardless of the channel.

Automated and personalized communication

Analyze vast customer data, interaction history, and conversations with real-time translation within a single view to enable highly personalized communications. Automatically generate personalized emails, product suggestions, and responses to frequently asked questions.

Real-time performance analytics

Gain deep visibility into contact center performance and customer satisfaction with real-time dashboards and Power BI reports. Use advanced data analysis to understand trends, forecast demand, optimize resource allocation, and make data-driven decisions.

Simple system integration

With over 1200 connectors, easily connect the Microsoft Contact Center solution to your enterprise systems and automatically synchronize customer data, order history, inventory, and more, equipping agents with immediate access to all the information they need to provide effective support.

Implement Dynamics 365 Contact Center with support from experts

Choosing the right implementation partner is critical for enterprise success.
By working with us, you can take advantage of:

Proven expertise and a solid track record in implementing complex Microsoft Dynamics 365 solutions for large enterprises.

Strategic approach, as we go beyond technology deployment to focus on your business goals, change management, and achieving measurable ROI at scale.

Strong partnership with Microsoft that ensures we leverage the latest innovations and best practices for your benefit.

Commitment to excellence and client satisfaction as demonstrated by our seven Partner of the Year awards and multiple other accolades.

Piotr, Tech Expert. Check his expertise on our Blog

Discover the possibilities of Dynamics 365 Contact Center

Case Study

PKO Leasing saves over 550 hours per month with Dynamics 365 Contact Center

At the end of Q2 2025, Microsoft introduced the first Autonomous Agents in CRM. Since then, users of Dynamics 365 Sales and Customer Service can work

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