Microsoft

Contact Center with AI

Deliver intelligent, AI-powered customer experiences across every channel.

Why it matters?

The Contact Center with AI offer combines Dynamics 365 Omnichannel, Copilot Studio, and Azure AI to deliver connected customer experiences. It includes modular capabilities for voice, chat, and bots — all delivered through time-boxed, predictable implementation tracks. Organizations can start small and expand seamlessly toward a fully integrated, Copilot-enabled contact center.

Transform service operations with AI-first, modular capabilities powered by Dynamics 365 and Copilot Studio– this solution delivers:

- AI-powered self-service, agent assist, and automation
- Omnichannel voice and digital engagement
- Built-in analytics for performance insights
- Modular design for predictable timelines and cost

Outcomes

Connected Self-Service

Unify bots, IVR, and knowledge sources for accurate, context-aware responses

Improved Customer Satisfaction

Deliver consistent, human-like interactions powered by Copilot and Azure AI.

Cost Optimization

Reduce silos and optimize resources with integrated routing and analytics

Faster Agent Assistance

Empower agents with real-time tools to handle interactions faster and smarter

Start small or go all-in—our modular approach grows with your needs

Capabilities and Offer Overview

This offer boosts engagement across chat, voice, and digital channels with Dynamics 365 and Copilot Studio. It uses intelligent routing, automation, and Copilot-powered bots to streamline self-service and agent experiences—delivered through flexible modules and time-boxed implementation.

Pick and Build Your Contact Center

Packages	Add-ons
Live Agent – Chat	Workforce Engagement Management
Chat BOT	Proactive Outbound
IVR Voice BOT	Proactive Outbound
Live Agent – Voice	Quality Management & Intent Agent *Coming soon – GA Nov'25*

Packages	Duration	Price
Live Agent Chat + Voice	+16 weeks	$660K-$792
Chat BOT		$870K-$1.1M
IVR Voice BOT		$1M- 1.2M

Modular bundles	Duration	Price
Live Agent + Chat BOT	+18 weeks	$1.2M-$1.4M
Full Suite: Chat + BOT + IVR + Voice	+22 weeks	$1.7M-$2M

Start with Live Agent Chat or Chat BOT, then scale up to a full omnichannel experience — all delivered with predictable timelines and seamless Dynamics 365 integration.

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Scope

Start — From 16 to 22 weeks — Delivery

Mobilization and initiation
Alignment between the customer, pre-sales, and delivery teams

Solution modeling
Confirm modular setup (chat, voice, bot) and define integration and security dependencies

Build & Configure
Iterative configuration using Dynamics 365, Copilot Studio, and ACS

Test & Validate
Ensure solution quality, process compliance and performance

Deployment and transition
Ensure the solution is ready for go-live and prepare implementation team for roll off

Go-live
Monitor live performance and calibrate with post-deployment insights

Benefits

- **Personalized Customer Experiences**
- **Customer data management & analytics**
- **Customer service automation**
- **Agent Productivity & Empowerment**
- **Data driven insights**
- **Operational efficiency**

Why Dynamics 365 Contact Center

Trusted Business Applications leader

97%
Fortune 500 companies use Business Applications.

500K+
Microsoft business application customers.

16
Analyst reports where Microsoft is positioned as a Leader.

1
Common data model across all business applications.

Leader

- **Microsoft is the only vendor unifying CRM, CCaaS, and Generative AI on a single, trusted cloud platform**
- Collaboration and productivity infused in business processes.
- Low-code platform embedded in Dynamics 365.

Next steps

Now is the time to optimize your contact center. Get started today and discover how Microsoft Industry Solutions offerings can help business grow using power of Dynamics 365 Contact Center

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