Microsoft

ISD CSA – Biz Apps

Service Transformation with AI

Helping organizations unlock value through AI-powered service transformation

Why it matters?

Today's customer expectations are higher than ever, and service organizations are under pressure to resolve issues faster, reduce costs, and improve customer satisfaction

The **Service Transformation with AI** offering helps businesses modernize their customer service experience by combining automation, AI-powered assistance, and unified workflows.

This solution is available in two tiers: **Essentials** (delivered in 12 weeks), which provides core service capabilities, and **Advanced** (delivered in 20 weeks), which adds AI-driven features like self-service portals, surveys, and intelligent swarming—enabling proactive, scalable support and improved outcomes.

Outcomes

Personalize the service experience

Empower agents with real-time insights, AI-generated responses, and unified case views—leading to faster resolution and reduced handling time

Optimize Service Operations

Enhance service quality with personalized experiences, faster response times, and multi-channel consistency

Reduced Service Costs

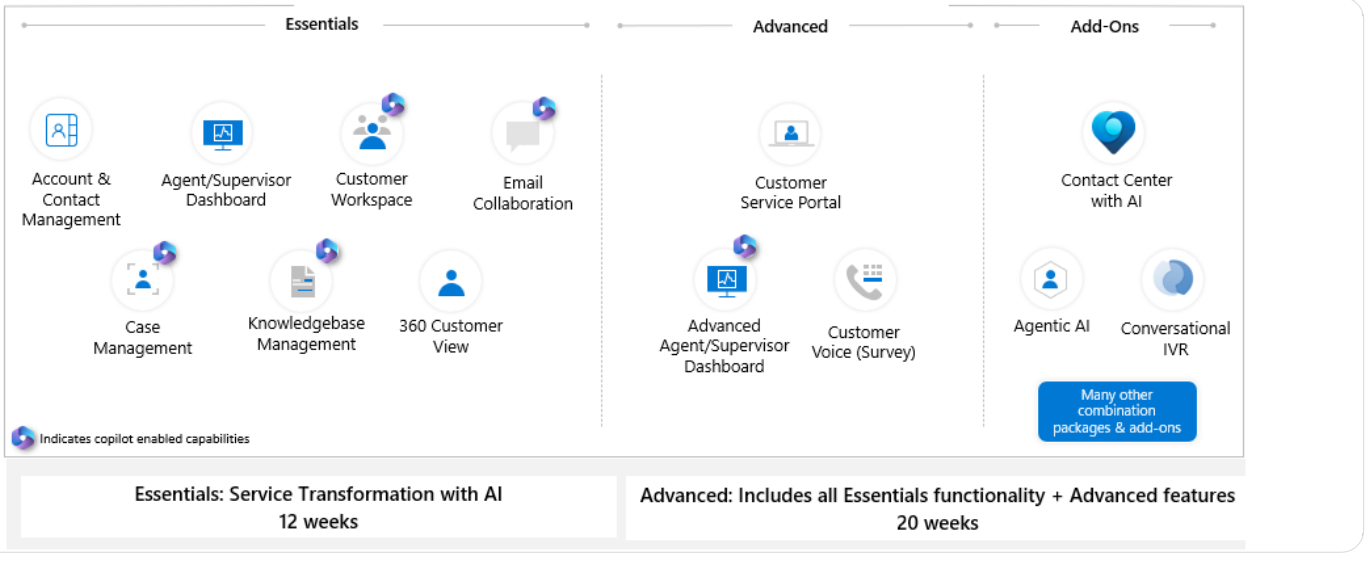
Automate repetitive tasks, deflect low-complexity issues to self-service, and reduce misroutes—resulting in significant cost savings per interaction

Accelerated Case Resolution

Equip agents with intelligent tools like Copilot and AI-driven suggestions to resolve customer issues more efficiently and accurately

Capabilities and Offer Overview

The Service Transformation with AI offering provides a scalable and modern solution for organizations at any step of their digital transformation journey that places the customer at the center.



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Scope

From 12 to 20 weeks

Start — **Delivery**

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

Solution modeling
Configure out of the box functionality based on the project scope

Build phase
Iterative development of gaps based on solution layering

Solution testing
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
Solution launches and support processes are handed off

Benefits

- Customer satisfaction & retention
- Customer data management & analytics
- Customer service automation
- Productivity & collaboration
- Data driven insights
- Increased efficiency

Why Dynamics 365 Customer Service

Trusted Business Applications leader

97%	500k+	16	1
Fortune 500 companies use Business Applications	Microsoft business application customers	Analyst reports where Microsoft is positioned as a Leader	Common data model across all business applications

Leader

- The world's first copilot in both CRM and ERP
- Collaboration and productivity infused in business processes
- Low-code platform embedded in Dynamics 365

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Next steps

Now is the time to optimize your customer service. Get started today and discover how Microsoft Industry Solutions offerings can help business grow using the power of Dynamics 365 Customer Service.

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