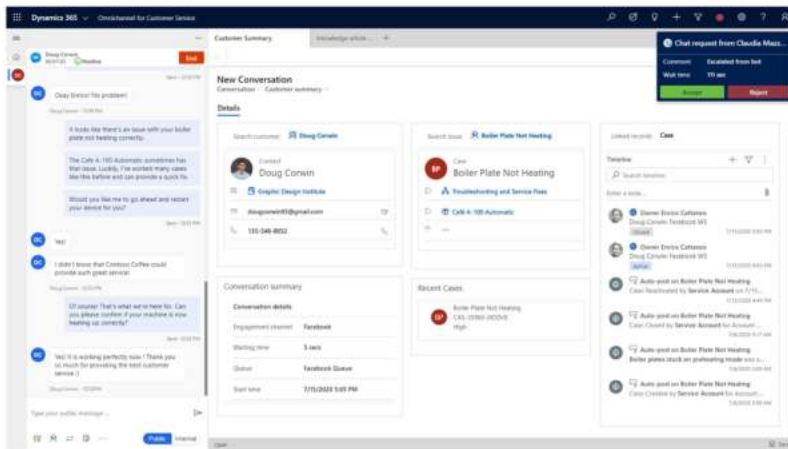


# Dynamics 365 for Customer Service

Transcend customer expectations



## Earn Customers for Life



### Provide self-service options

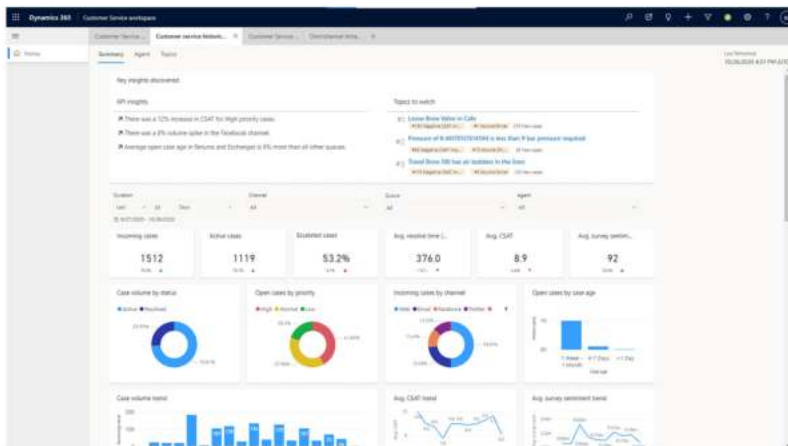
Deliver immediate access to the right content at the right time on the right channel.

### Personalize customer experiences

Give agents a holistic view of the customer's profile and previous interactions with your support team.

### Increase agent productivity

Give agents the option to work across multiple open cases without losing context or work in progress.



### Optimize service operations

Understand customer interactions in real time using sentiment analysis and translation. Give agents the context they need to steer conversations toward a positive solution.

### Deliver proactive service with IoT

Send remote commands using the Internet of Things (IoT) to resolve issues before customers even notice.

## Pricing Information

Customer Service  
**Professional Package**

**\$50 per user/per month**

Customer Service  
**Enterprise Package**

**\$95 per user/per month**

Customer Service **User Types:**

- Full User License
- **Team Members \$10**
  - Read only or limited users