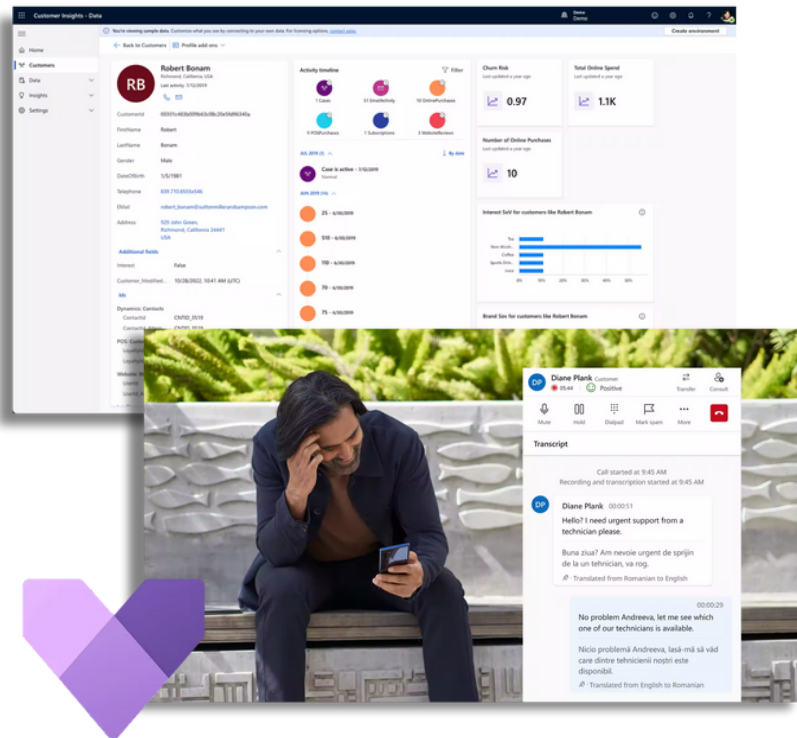


# MICROSOFT DYNAMICS 365 CUSTOMER SERVICE

Transcend customer expectations

## Earn Customers For Life



### PROVIDE SELF-SERVICE OPTION

Deliver immediate access to the right content at the right time through 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 positive solution.

### DELIVER PROACTIVE SERVICE WITH IOT

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

## PRICING

### PROFESSIONAL PACKAGE

\$50 per user/per month

### ENTERPRISE PACKAGE

\$95 per user/per month

### USER TYPES

- Full User License
- Team Members \$10
  - Read-only or Limited Users