

Activate - Dynamics 365 Customer Service – Copilot



Proof of Concept

Duration: 1 Day [Remote]

Difficulty Level: 100 - Basic

Description

The Activate - Dynamics 365 Customer Service Copilot is a 1-day workshop designed to teach attendees about the Copilot features and functionality of the Dynamics 365 Customer Service. This enables and use Dynamics 365 Customer Service Copilot to enhance productivity and efficiency in your day-to-day customer service processes. It provides real-time assistance to resolve issues faster, handle cases more efficiently, and automate time-consuming tasks so you can focus on delivering high-quality service to your customers. With AI-powered insights and suggestions, you will be able to maintain a unified context in your interactions and foster deeper customer engagement.

Objectives

- **Enhance Customer Service Efficiency:** By integrating Dynamics 365 Customer Service Copilot, you can expect a significant boost in productivity and efficiency within your customer service operations.
- **Expert-Led Learning Experience:** Gain valuable insights through expert instruction and demonstrations that will equip you with the knowledge to effectively utilize the features of Copilot.
- **AI-Powered Engagement:** Use AI-driven insights and suggestions to maintain a consistent context in customer interactions, leading to more meaningful and deeper engagement.
- **Seamless Workflow Integration:** The engagement is

tailored to not only educate but also showcase the practical value of Customer Service Copilot, enabling you to integrate it smoothly into your existing workflows.

Outcomes

- Understand the key areas of Customer Service Copilot and effectively create Data with these AI-powered features.

Methodology

Learn by example

- Work closely with a Microsoft Solution Architect to learn key concepts and best practices to enable and use the different Customer Service Copilot features.

Hands-on

- Configure and Enable Dynamics 365 Customer Service Copilot.

Prerequisites

- Customer Service Copilot should be already implemented and activated.

Agenda

1 Day: Education, and Activation

Delivery Outline

Participants

- Active Dynamics 365 Customer Service users.
- System Administrators.

Skill Requirements

- Knowledge and Experience with Customer Service Application.
- Customer Service application configured.

If you are interested in this engagement for your organization, contact your Microsoft Account Representative.