

Personalize the service experience at every touch point

Meeting the expectations of today's consumers requires delivering personalized experiences. Customers expect businesses to recognize their unique needs and deliver customized solutions at every touch point. By using AI solutions, you can analyze customer data in real time and tailor interactions across multiple channels.



Microsoft Dynamics 365

Create better experiences through smarter service

Customers expect personalized interactions and quick, convenient help—often preferring to resolve issues themselves. However, disjointed experiences, long waits, multiple transfers, and repeated explanations can erode trust and drive customers away.

75%

of customers want consistent cross-channel service experiences.¹

77%

of customers think self-service options need more relevant responses and better handoffs.²

Deliver personalized, connected experiences while empowering customers with enhanced self-service through AI and automation.



Let us support you in delivering personalized service at scale

AI is transforming customer service by enabling personalized experiences, smarter teams, and greater efficiency. As a Microsoft partner, we can help you start delivering personalized, seamless service across channels with AI-powered solutions.

Seamless AI support and data-driven customer insights

80%

of customer-facing workers think AI will augment their ability to find the right information and answers they need.³

USD
3.7
trillion

is the annual cost of poor service worldwide.⁴



Personalize customer experiences using real-time data, sentiment analysis, and behavior tracking.



Improve efficiency with intelligent chatbots and interactive voice response (IVR) for quick responses and seamless service transitions.



Enable customers to connect through SMS, apps, social media, web, and live chat on their preferred platform.



Drive revenue with predictive analytics to identify behavior patterns, reduce cart abandonment, and uncover new opportunities.



With Microsoft Dynamics 365 AI-powered solutions, including Dynamics 365 Contact Center, Dynamics 365 Customer Service, Dynamics 365 Field Service, and Microsoft 365 Copilot for Service, businesses can scale while maintaining exceptional service. Collaborate with Netwoven to help your business deliver seamless, high-quality service across all channels.

Contact us today.

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References:

¹ "The next frontier of customer engagement: AI-enabled customer service" | McKinsey & Company, March 2023

² May Market Study: Generative AI & Chatbots | Customer Contact Week, May 31, 2023

³ Microsoft Work Trend Index Report | Microsoft, November 2023

⁴ Bad Customer Service Could Cost More Than \$3.7 Trillion | Qualtrics, 2024