

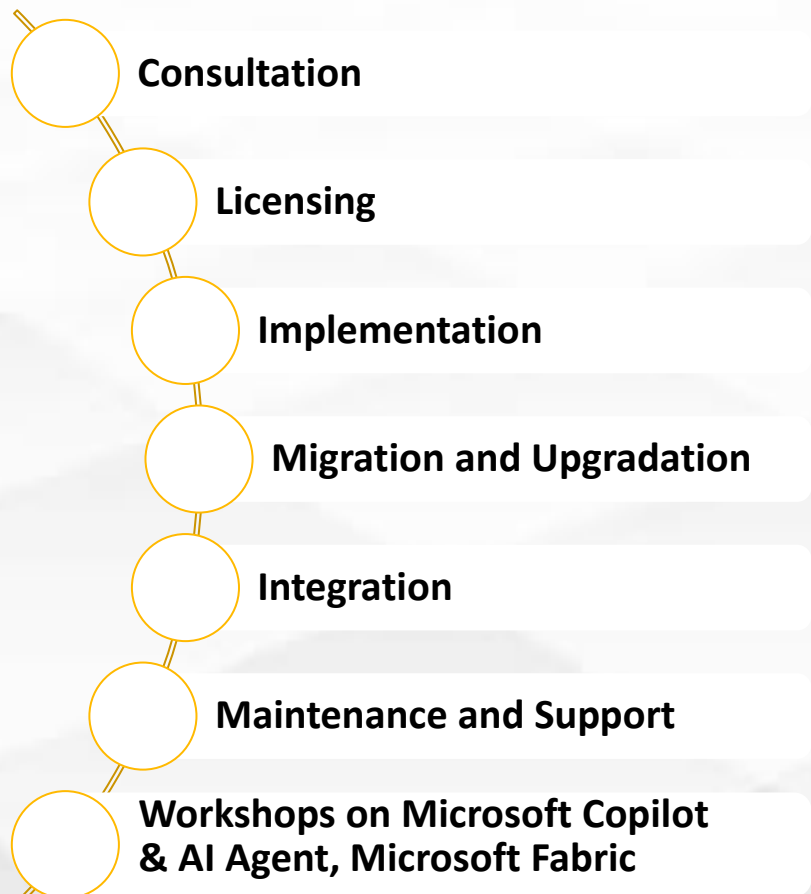


Microsoft
Solutions Partner

**Microsoft Training
Service Partner (TSP)**

Innovate | Integrate | Automate – Global Presence with Local Reach

Microsoft Solutions & Services



SMB – Mid-Market – Large Enterprise
&
All Business Verticals



Co-Pilot with AI Technology

Modern Workplace



Microsoft 365

Enterprise Application



Microsoft Dynamics 365

Data & AI

Microsoft Fabric



Low code Technology Solutions



Power Apps



Power Automate



Power BI



Copilot Studio

Microsoft Power Platform

Azure



Infrastructure
& Platform Services

Microsoft TSP
[Training Service Partner]

Training Services

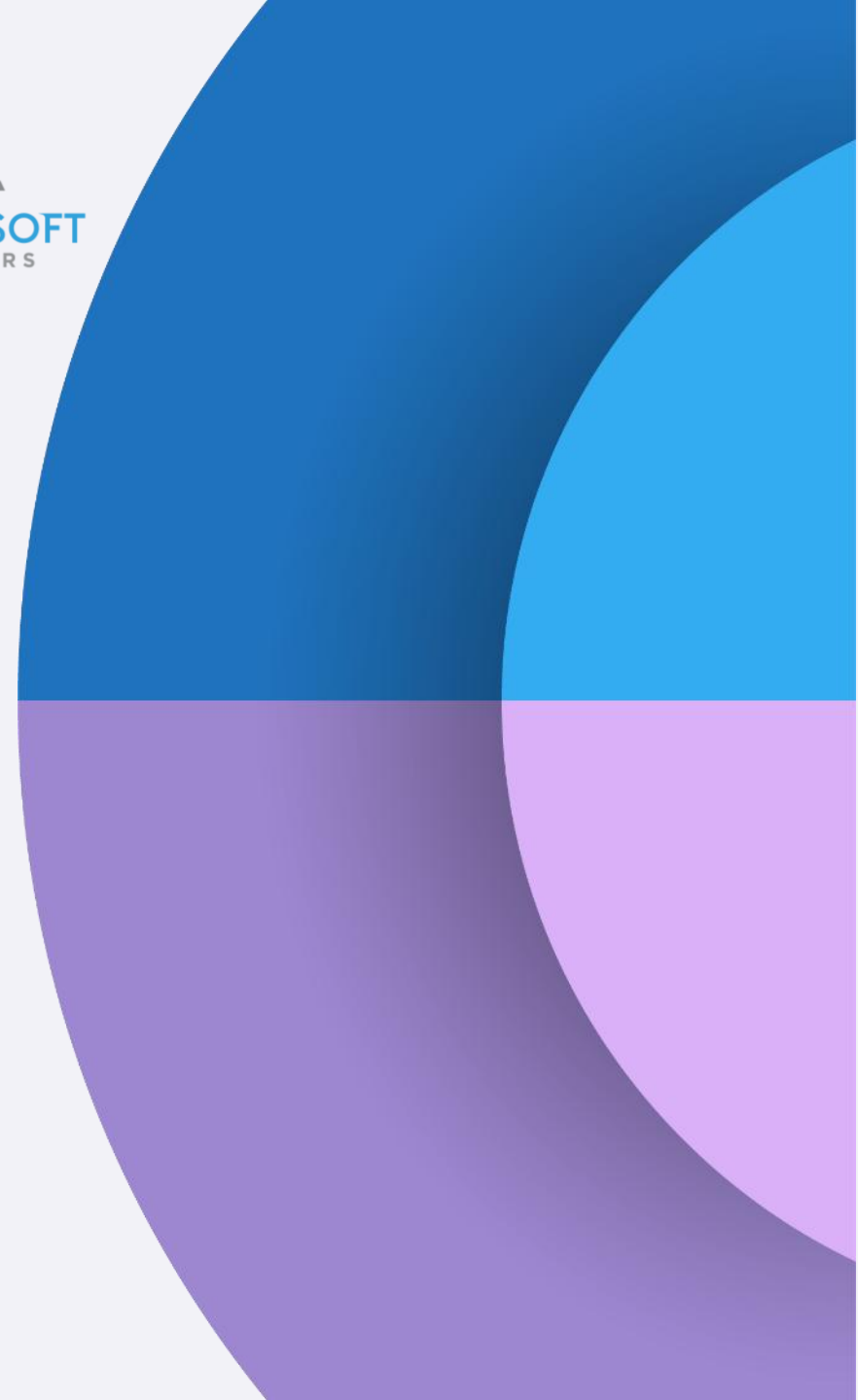


Workshop / Corporate
Training across
Microsoft Solutions



AI-Led Customer Service Transformation

Redefine customer service with AI-first support



Why Microsoft for AI-led service transformation



One cloud, one platform, one vendor

Deliver end-to-end service experiences on a single Microsoft cloud—connecting channels, roles, and datasets through one trusted platform.



Open, flexible integration

Bring AI and automation to the tools you already use—integrating with Microsoft 365, third-party systems, and your existing investments.



Market and AI leader

Rely on a proven leader in service and AI—with the scale, security, and innovation to support your complete service journey.

Microsoft brings it all together—platform, productivity, and AI—to power the next era of service

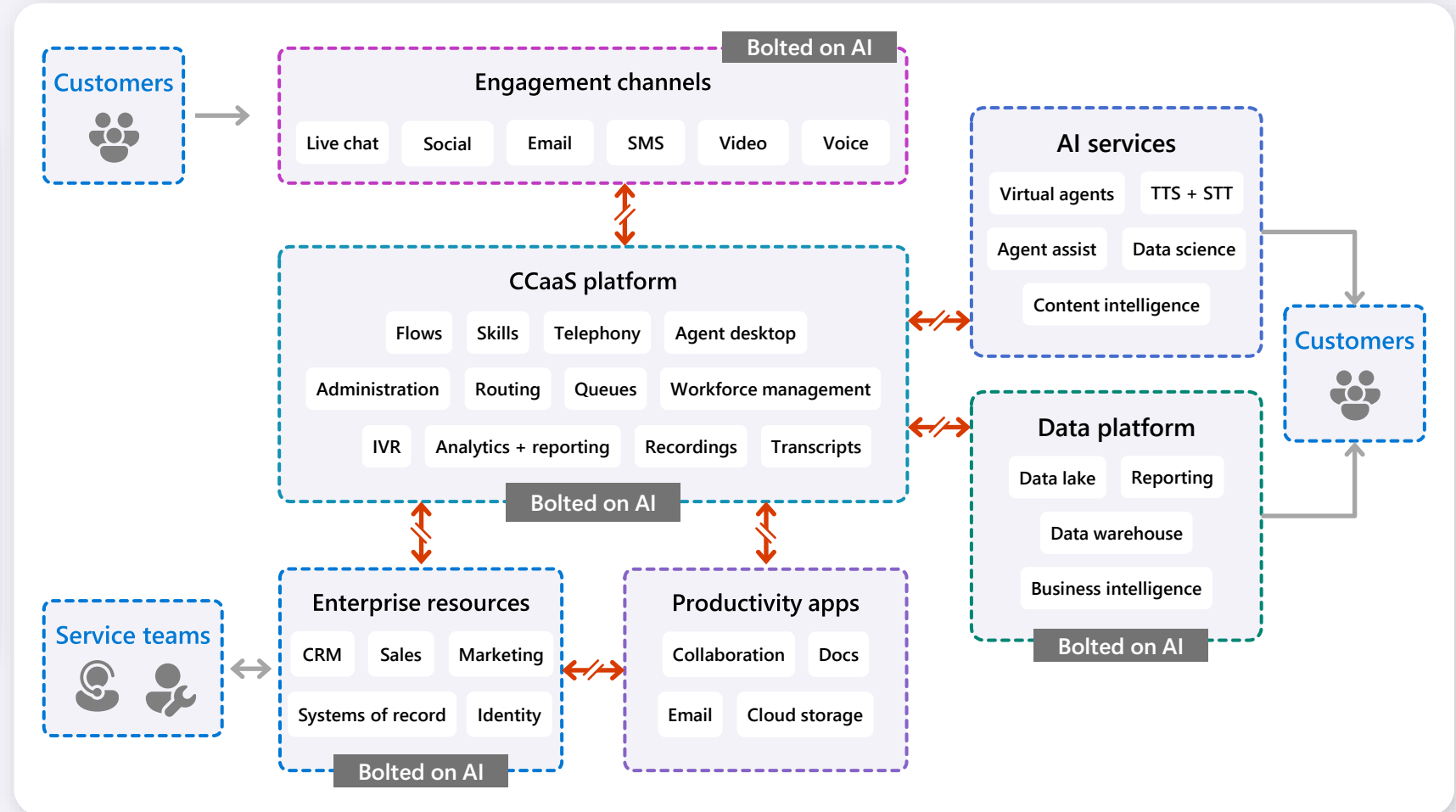
The typical service stack isn't built for today's pressure



Fragmented infrastructure fuels costs and risks

86% of IT leaders say today's patch-work tech stacks are driving both financial strain and new security risks, making consolidation a top priority

Source: [Nintex, Software sprawl: Your organization's silent growth killer, June 2025](#)



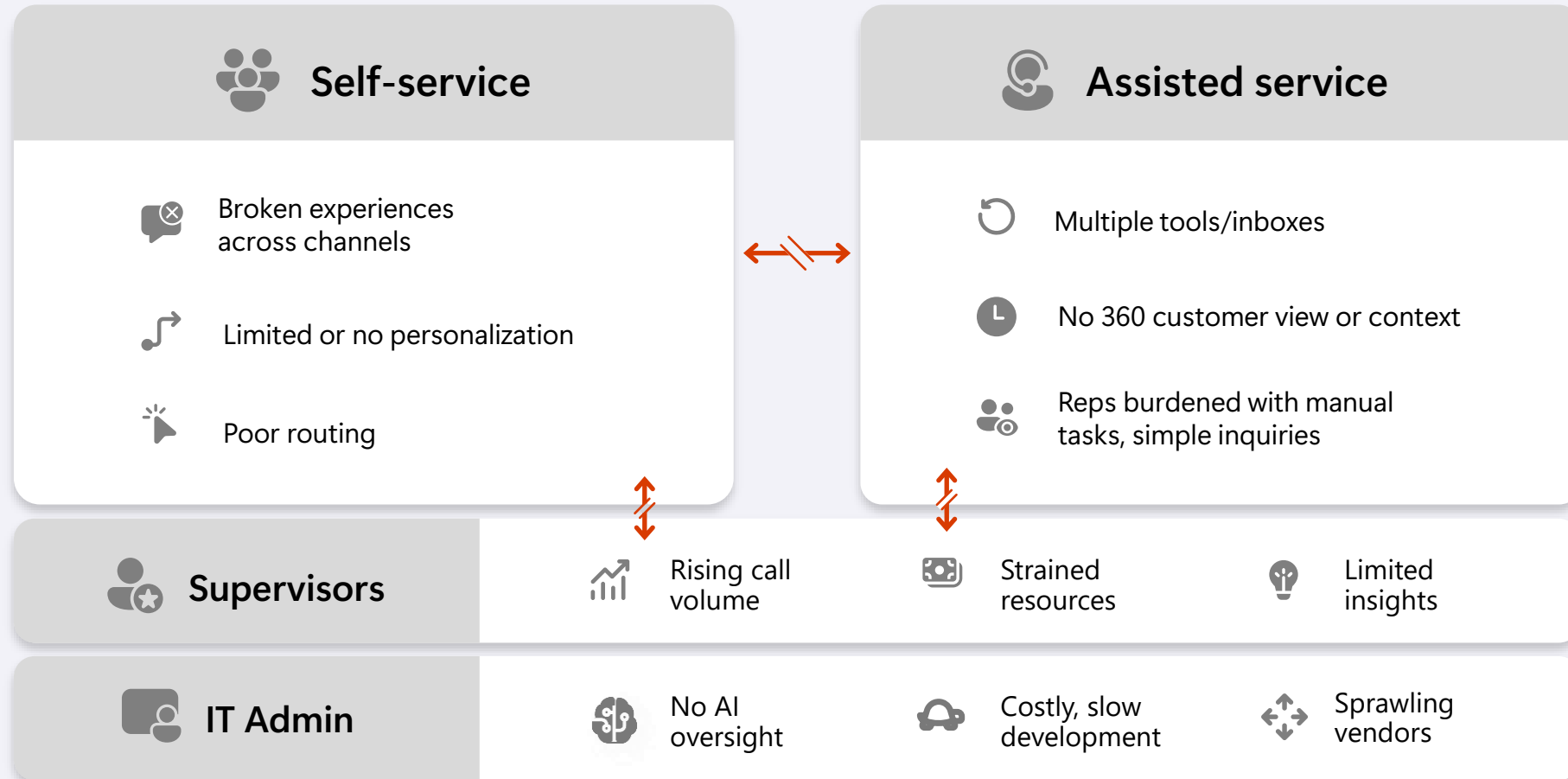
...and causes friction at every touchpoint



Inconsistent customer experiences



Lost employee productivity



Inefficient operations

Complete, composable service solution from Microsoft



Copilot + Agents



Unify service



Dynamics 365
Contact Center



Dynamics 365
Customer Service



Dynamics 365
Field Service



Teams



Outlook

Connect to the business



Dynamics
365 Sales



Dynamics 365
Customer Insights



Dynamics 365
Supply Chain



Dynamics 365
Finance



Third party
services + data

Collaboration & productivity



Microsoft 365

Orchestrate workflows



Copilot Studio

Trusted AI



Azure Open
AI Service

Harness data



Dataverse



Graph



Power Platform



Fabric

Azure foundation



Identity, security, management, and compliance + Global cloud infrastructure and services

What smarter service looks like with AI agents

Before

Siloed access to
trending customer
issues

Manual, time-intensive
knowledge base
updates

Burdensome tasks
managing cases

Limited insight into
quality of service
engagements

Field service delays
from reactive
scheduling updates

With AI agents



AI detects intent, routes
smarter, and updates
learning loops to drive
better self-service

Improve first contact
resolution (FCR) and CSAT



Always current
knowledge,
autonomously curated
from every interaction

Lower average handle
time (AHT)



AI-driven case creation,
follow-up, and closure,
plus next-best action in
the flow of work

Boost rep productivity



Quality evaluations at
scale across cases and
conversations, whether
human or agent-led

Improve service quality

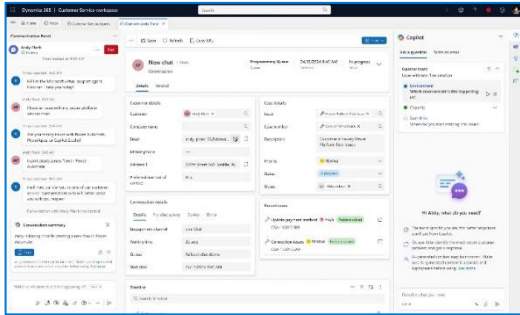


Schedules auto-adjust
with AI as conditions
change

Improve tech utilization

Dynamics 365 Service agents

*links in Agent names below



Customer Intent Agent

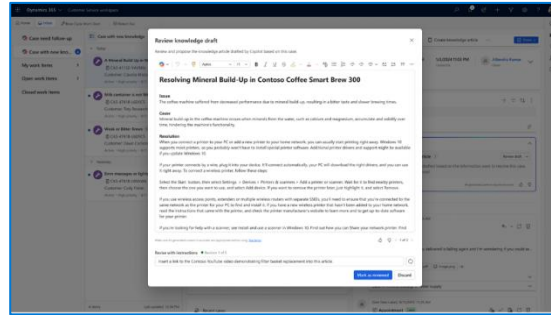
Discovers intents from past and current customer conversations across all channels to power dynamic, evergreen self-service, routing, and assisted service.



D365 Contact Center



D365 Customer Service



Customer Knowledge Management Agent

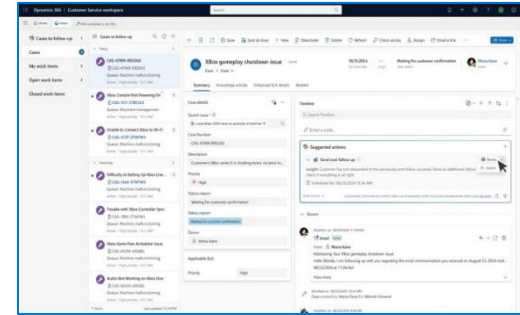
Extracts knowledge from human-assisted cases and drafts new/update existing articles with insights to solve future cases via self-service & assisted service scenarios.



D365 Contact Center



D365 Customer Service



Case Management Agent

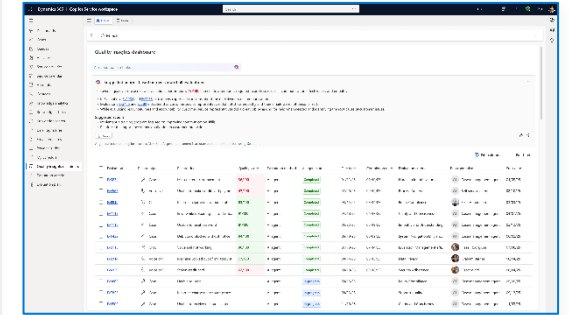
Automates key tasks throughout the case lifecycle—creation, updates, resolution, follow up, closure—to reduce handle time and alleviate the manual burden on service reps.



D365 Contact Center



D365 Customer Service



Quality Evaluation Agent

Assesses cases and conversations, providing quality scores and detailed evaluation insights to help supervisors take informed actions that enhance quality.



D365 Contact Center



D365 Customer Service



Transform the way you serve customers with a complete solution from Dynamics 365

Generative AI-powered solutions personalize the service experience, lighten the load for service representatives, and optimize service operations.

DEMO

For Video Click on the Demo *



Cost savings and strategic value over other service solutions



"This is not just a customer service tool for us, it's **an extension of everything that we do with the customer**. [Dynamics 365 Customer Service] allows us to better utilize the customer data that we have, and it has become an extension of the way that we work. We follow the customer throughout their journey. It's not just you book with us and then you pay and that's it."

— CRM Product Manager,
Travel & Hospitality



Dynamics 365
Customer Service

6-month
payback period

315%
total ROI

\$978K
saved from retired support solutions

⁷ "The Total Economic Impact™ of Microsoft Dynamics 365 Customer Service," a commissioned study conducted by Forrester Consulting on behalf of Microsoft. March 2024. All quantified benefits represent the three-year, risk-adjusted present value for a composite organization based on customer interviews. ⁸ "The Total Economic Impact™ of Microsoft Dynamics 365 Field Service," a commissioned study conducted by Forrester Consulting on behalf of Microsoft. December 2023. All quantified monetary benefits represent the three-year, risk-adjusted present value for a composite organization based on customer interviews.

DIGITAL TRANSFORMATION



Connect With Us.

Email : amit.kumar@compusoftadvisors.com

www.compusoftadvisors.com

www.compusoftadvisors.com

Social Media



Call us

(+91)-9819813368