

Three ways AI is transforming service from the field to the contact center



Field service and customer service are a powerful duo. For many industries, meaningful customer service starts with comprehensive field service.

The addition of AI capabilities has the power to:

- Make work more effortless for service teams
- Optimize service operations
- Personalize the service experience

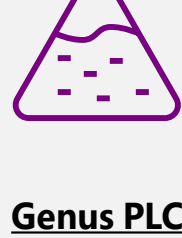
1 AI makes work more effortless for service teams

\$16.5M

saved, on average, in field tech productivity by using Dynamics 365 Field Service¹

40%

improvement in dispatcher productivity¹



Genus PLC, a world-leading animal genetics company, uses Dynamics 365 Field Service to shave five days off pig inventory each quarter. The real-time pig-count database keeps teams from selling stock out from under each other so customers get what they're expecting.



Vattenfall AB, a European energy company, uses Dynamics 365 to keep track of status of electric vehicle charging stations, which keeps drivers on the road while helping Vattenfall build personalized relationships with the outlets that own the charging stations.

2 AI helps agents juggle multiple sessions at once

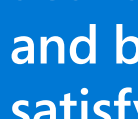
40%

reduction in average handling time when using Dynamics 365 Customer Service²

100

hours saved from efficient management²

Having multiple service functions wrapped up in one streamlined, AI-powered solution saves time on each task.



My team has more time to dedicate to our customers, activate new business processes, and be more proactive in satisfying our sales, customer service, and marketing people.”

—Raffaele Gerbi, IT Corporate eBusiness Manager at MAPEI. MAPEI, a global leader in adhesive, sealant, and chemical product manufacturing, uses Dynamics 365 Customer Service.

3 AI empowers a personalized customer experience



\$1.13M

improvement to revenue²



Using Dynamics 365 Customer Service, **Natuzzi**, an Italian manufacturer of sofas and armchairs, was able to get a 360-degree view of key data points for each customer, offering highly personalized interactions, anticipating needs and preferences with precision. The result is a streamlined operation that allows service agents to better tailor support and an increase in customer spend.



We've seen improvement in the customer feedback that we get and customer satisfaction since we're always one step ahead of them.”

—CRM product manager, travel and hospitality

Get to know Dynamics 365 service solutions



Take advantage of a fully integrated, one-stop shop for end-to-end service needs from customer to field service with Microsoft Dynamics 365. No need to rely on multiple vendors. Our suite of solutions can simplify, grow, and scale as needed.

AI empowers service teams with:

- Translation
- Sentiment analysis
- Chatbots
- AI-based routing
- Work order creation

Optimize service with the first customer relationship management, enterprise resource planning tool with generative AI capabilities: Microsoft Dynamics 365.

Learn more about AI-powered service excellence



Get the ebook, [“AI-Powered Service Excellence: Business transformation from the field to the contact center”](#).