

## Copilot for Customer Service (EN)

### Group Training

Training code	CGACOPCSCE
Spoken Language	English
Language Materials	English
Dayparts	2
Price	€600,00 excl. VAT No extra costs.

### What is Copilot for Customer Service

Copilot for Customer Service is an advanced tool that uses artificial intelligence to improve customer interactions. It includes chatbots that provide automated support, and it provides proactive insights, recommendations, and automation to support agents in delivering better service and increasing customer satisfaction.

With features such as conversation analytics, summaries, generative email composing features, predictive support, and task analysis, Microsoft Copilot streamlines the customer service process and improves team efficiency.

### Who should attend Copilot for Customer Service

The Copilot for Customer Service training is suitable for:

- Customer Service professionals
- Team Leaders Customer Care
- Administrators of Dynamics Customer Service
- Consultants in the field of Dynamics / Power Platform

### Prerequisites

There are no specific requirements to participate in this training.

### Objectives

After this training, participants will achieve the following learning objectives:

- Understand the features and capabilities of Copilot for Dynamics Customer Service, including chatbots.
- Learn how to configure and customize Copilot and chatbots to fit your organization's needs.

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- Develop skills to use proactive insights and recommendations from Copilot, both with and without chatbots, for better customer service.
- Learn how to integrate chatbots into customer service processes for improved efficiency and customer satisfaction.
- Understand best practices for using Copilot and chatbots to maximize value for your organization.

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