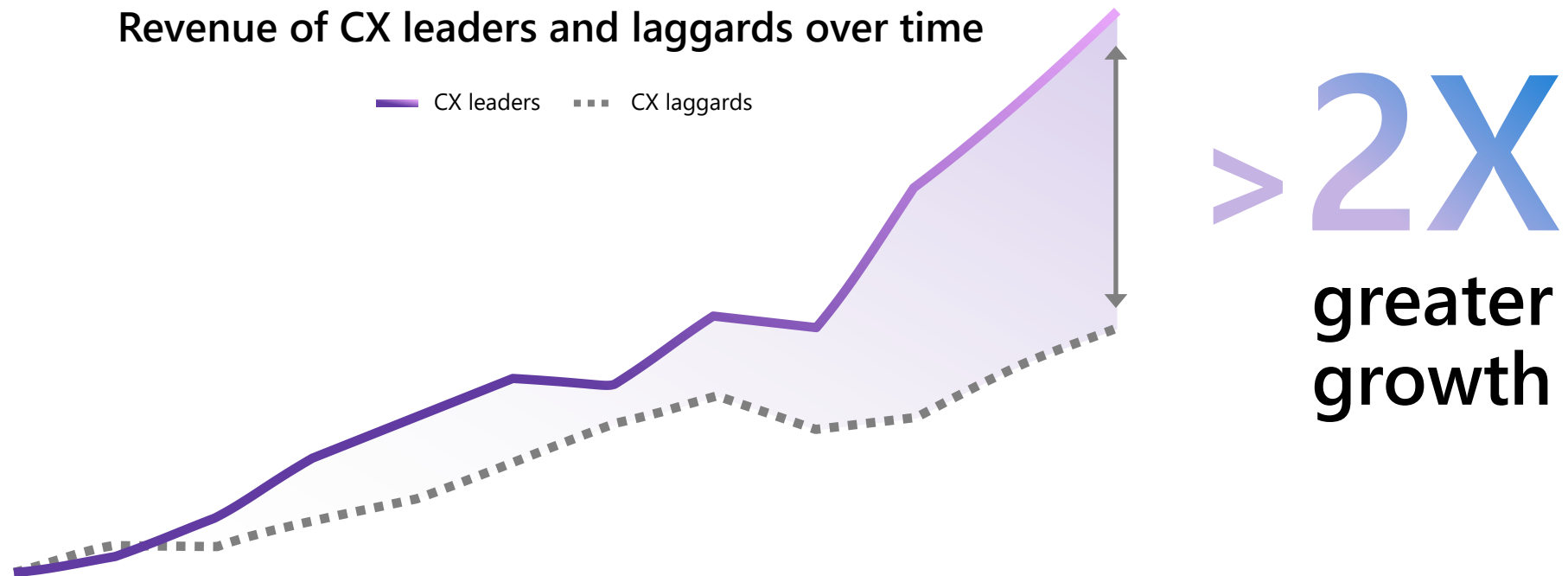


Delivering great customer experiences matters to the bottom line

Revenue of CX leaders and laggards over time



¹Index, starting at 100 in 2016.

Source: McKinsey & Company. **Experience-led growth: A new way to create value.** March 23, 2023.

Note: Matched the NPS of 75 companies to their financial performance; leaders defined as top 50% of companies within same industry.



Personalize the service
experience for

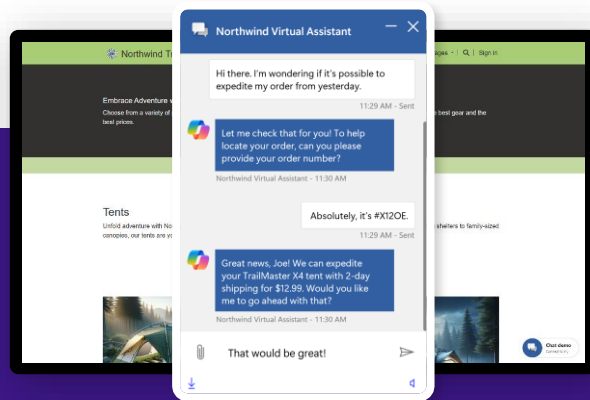
Customers

Foster smarter work
for your

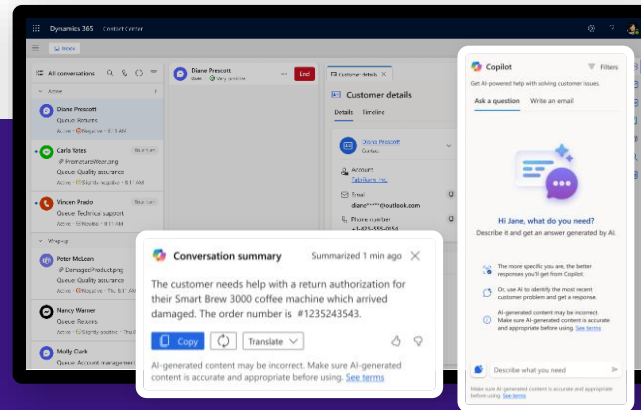
Service Reps

Drive efficiency and
scale operations for

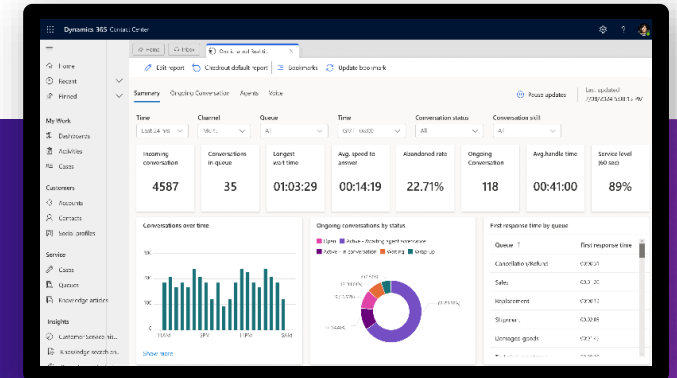
Service Leaders



Deliver effortless
self service in their
channel of choice



Accelerate
assisted service and
reimagine productivity



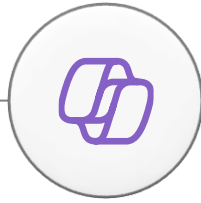
Drive efficiency
and reduce costs with a
single view of truth

Microsoft for Service Teams



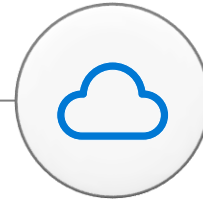
Comprehensive vision for service

Single vendor across CCaaS, CRM, gen AI, and more. We meet you where you are and offer a path to consolidation and growth



Infused with Copilot from end to end

From self-service to routing, agent-assisted service, post-call wrap-up, and analytics—all connected to the data you rely on



Built for scalability and reliability

Modern cloud infrastructure, for critical contact center workloads. As your needs evolve, you can count on Microsoft Cloud

AI is

changing

the way we work

Personalize the service experience

Discover emerging issues and maintain knowledge with autonomous agents



Customer Intent Agent

Autonomously mine intents from past and current customer conversations across channels to power dynamic, evergreen self-service and assisted service

Customer Knowledge Management Agent

Extract knowledge from human assisted cases and draft new/update existing knowledge articles to solve future cases via self-service & assisted service

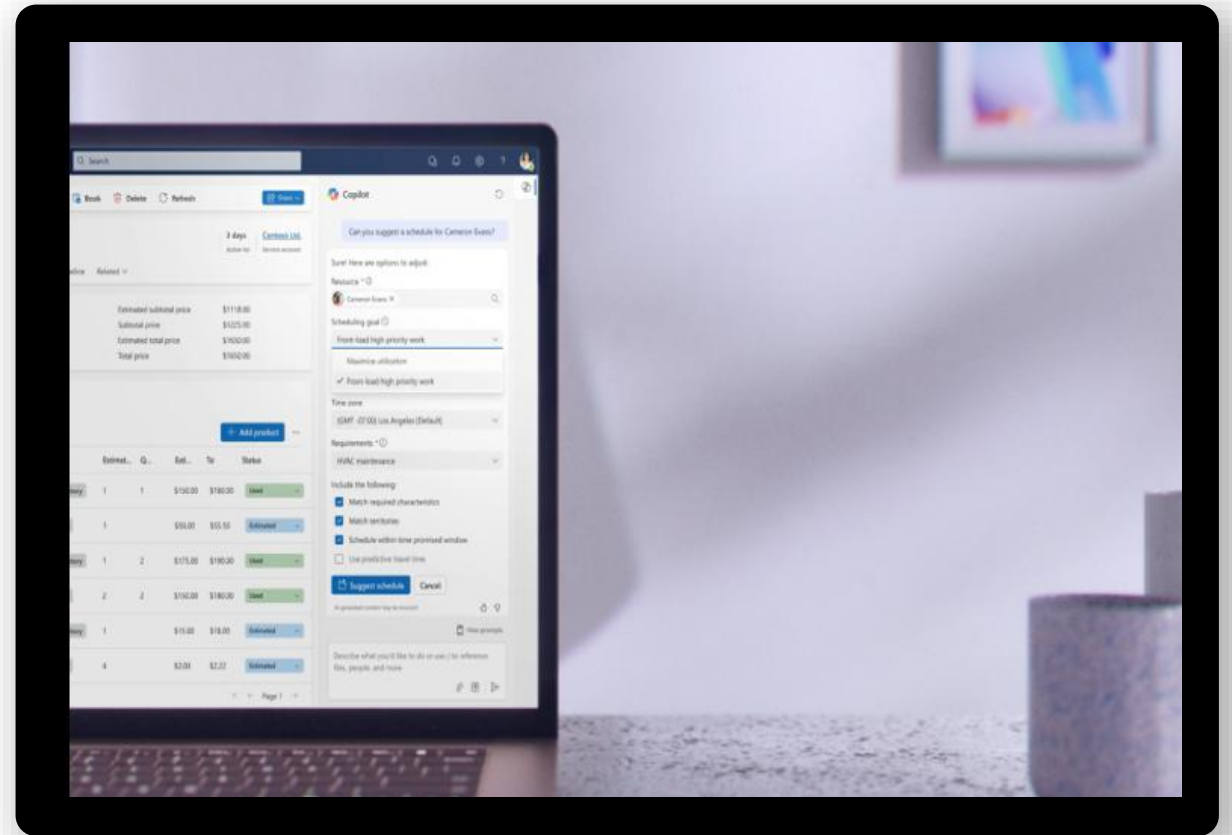
Case Management Agent

Automate tasks throughout the case lifecycle—creation, updates, collab, resolution, follow up, & closure—to reduce handle time and burden on service reps

Help frontline technicians work smarter

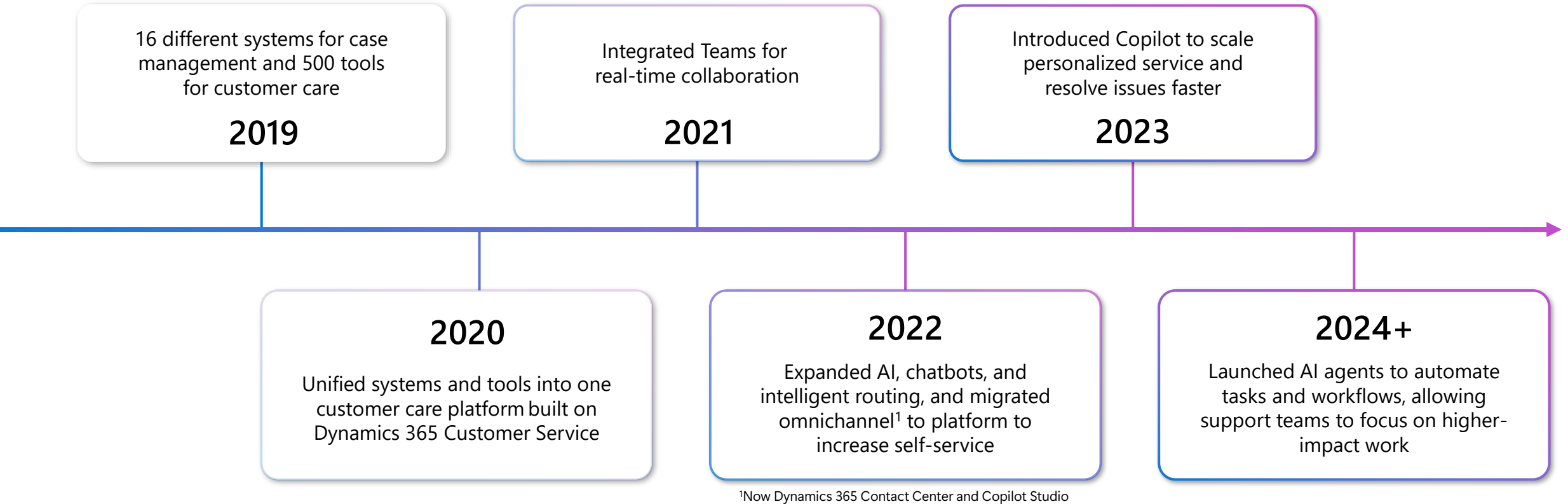
Interactively optimize technician schedules with Scheduling Operations Agent¹

Scheduling Operations Agent enables dispatchers to quickly and easily optimize schedules for individual technicians with natural language as conditions change throughout the workday



¹The Scheduling Operations Agent will be available in public preview in Mar 2025.

The journey to reinvent Microsoft support



The scale of Microsoft Customer Service and Support

>1B customers
10,000s of service professionals

195 countries
92 contact centers
46 languages

>145M interactions annually
>73M calls + >61M emails + >11M chats