



Microsoft Dynamics 365
Customer Service

Microsoft Dynamics 365 Customer Service **Packages**



Experts in AI & Data utilising cloud solutions to
enable business transformation.

www.tekenable.com



How can you transform your Service Team with **Microsoft Dynamics 365?** Let's show you how.

From foundational case management to enterprise-grade AI, automation, and omnichannel service, our packages are designed to grow with your business. Ensuring your service team is aligned, empowered, and ready to deliver exceptional customer experiences.



315%

return on investment (ROI).

Teams implementing Dynamics 365 Customer Service saw an eye-opening ROI, in less than 6 months.

Forrester, The Total Economic Impact of Microsoft Dynamics 365 Customer Service (2024)

20%

increase in first-call resolution rates.

Helped by a 15% decrease in misrouted cases.

Microsoft, The Total Economic Impact of Dynamics 365 Customer Service (2024)

What is Microsoft Dynamics 365 Customer Service?

Dynamics 365 Customer Service brings every interaction, empowering teams to resolve issues faster, exceed expectations, and build lasting customer relationships.

Drive Better Outcomes for Your Business

By unifying customer data, streamlining service processes, and leveraging AI-driven insights, Dynamics 365 Customer Service helps you:

- Increase customer satisfaction and loyalty
- Reduce operational costs through automation
- Improve first-contact resolution rates
- Gain actionable insights to continuously optimise service performance

A Strong Approach to Customer Service



Intelligent case management

Track, prioritise, and resolve cases efficiently with AI-powered routing.



Personalised experiences

Access a 360° customer view to deliver tailored, context-driven support.



Embedded AI & automation

Accelerate response times, reduce manual effort, and empower teams.



Knowledge Management

Centralise knowledge and best practices, improving first-time resolution rates and handling times.

With Dynamics 365 Customer Service, you can transform service operations from reactive support into proactive, insight-driven functions. By combining AI, automation, and a unified view of the customer, your teams can resolve issues faster, anticipate needs, and improve service delivery.

Let's get you started!





Microsoft Dynamics 365 Customer Service QuickStart Essentials

Launch customer service with confidence.

Get up and running quickly with a structured, reliable foundation for customer service, moving beyond spreadsheets and shared inboxes to a centralised, trackable case management system that delivers immediate visibility and control.

Who is it For

- Start-ups and small businesses
- First-time Dynamics 365 Customer Service adopters
- Teams currently relying on email, Excel, or informal processes

What Business Users Experience

- A single view of all customer issues from creation to resolution
- Clear ownership and accountability across service teams
- Streamlined queues and structured workflows
- Simple dashboards for tracking workload and performance
- A consistent, easy-to-use agent experience

Why Customer Service QuickStart Essentials

- Fast, low-risk implementation that gets you up and running quickly
- Simple, structured foundation without unnecessary complexity
- Cost-effective approach for first-time service transformation
- Built to scale as your service operations evolve

Get started on your customer service journey to deliver immediate value.

Customer Service QuickStart Essentials

Are you ready to move beyond spreadsheets and shared inboxes, and adopt a simpler, more structured way of managing your customer service operations?

This is for you...

.....

Starting Price: €52,000
(Licenses not included)

Customisation: Minimal

Automation: Basic

Integrations: Out of the Box

Discovery: 5 days

Best for: Start-ups

What this package delivers:

- Gain immediate visibility and control over all customer service activity
- Replace manual processes with a structured, trackable case management system
- Improve ownership and accountability across your service team
- Enable faster response times with centralised queues and workflows
- Empower teams with clear, real-time performance insights
- Get up and running quickly with a low-risk, cost-controlled implementation



Microsoft Dynamics 365 Customer Service Accelerator

Scale with service that matches your business.

Take your customer service to the next level with a solution built around your processes and teams. Drive greater consistency across every interaction, gain clear visibility into operations, and streamline service with intelligent automation. Empowering your team to deliver faster, more efficient, and scalable customer support.

Who is it For

- Growing organisations and mid-sized teams
- Businesses with defined service processes and SLAs
- Teams managing multiple queues, roles, or support functions

What Business Users Experience

- Service workflows tailored to real business processes
- Automated routing, escalation, and SLA tracking
- Role-based dashboards for agents, supervisors, and managers
- Improved productivity through knowledge and automation
- Greater consistency across teams and service delivery

Why Customer Service Accelerator

- Aligns Dynamics 365 to your real-world service processes
- Balances customisation and control without overcomplicating
- Drives measurable improvements in performance and efficiency
- Designed to scale with growing teams and operational needs

Accelerate your service performance with a solution designed for how your business works.

Customer Service Accelerator

Is your service operation outgrowing basic tools, and do you need a solution that aligns to your processes, SLAs, and teams while improving visibility, automation, and performance?

This is for you...

Starting Price:	€114,000 (Licenses not included)
Customisation:	Moderate
Automation:	Advanced
AI & Insights:	Limited
Integrations:	Selective
Discovery:	15 days
Best for:	Growing teams

What this package delivers:

Everything included from the

Quickstart Essentials package plus:

- Align your customer service platform to business processes and team structures
- Improve SLA visibility and escalation control operations
- Boost agent productivity with knowledge, automation, and role-based experiences
- Standardise service delivery to drive consistency across teams
- Give managers clearer insight with role-based dashboards and performance reporting
- Move beyond basic case tracking with a business-aligned implementation that scales

Microsoft Dynamics 365 Customer Service Advantage

Transform customer service into a competitive advantage

Reimagine customer service with a fully connected, intelligent platform that unifies your teams, channels, and systems into one seamless experience. By eliminating silos and centralising data, you enable stronger collaboration and a more consistent journey across every customer touchpoint.

Who is it For

- Mid-market and enterprise organisations
- High-volume, multi-team service operations
- Businesses with complex processes, integrations, and transformation goals

What Business Users Experience

- Seamless engagement across digital and voice channels
- Advanced routing, automation, and AI-assisted service
- Integrated systems for complete visibility across customer journeys
- Enterprise-grade dashboards, reporting, and governance
- A highly optimised, scalable agent experience

Why Customer Service Advantage

- Enables true enterprise-grade service transformation
- Supports complex, multi-channel, multi-team environments
- Unlocks automation, AI, and deep system integration at scale
- Future-ready platform for continuous innovation and growth

Modernise and scale your service operations with a platform built for enterprise transformation.



Customer Service Advantage

Are you aiming to transform your customer service into a fully connected, intelligent operation that unifies teams, channels, and data while leveraging automation, AI, and omnichannel engagement to deliver seamless, enterprise-scale experiences?

This is for you...

Starting Price:	POA (Licenses not included)
Customisation:	Extensive
Automation:	Enterprise
AI & Insights:	Full
Integrations:	Enterprise
Discovery:	30 days
Best for:	Enterprises

What this package delivers:

Everything included from the

Accelerator package plus:

- Transform customer service into a fully connected, enterprise-grade operation across teams
- Deliver seamless experiences with omnichannel engagement across voice, chat, and digital channels
- Unlock efficiency and scale through advanced automation and AI-assisted service
- Integrate systems and data for end-to-end service visibility
- Empower leadership with enterprise-level insights, analytics, and governance
- Build a future-ready foundation



Microsoft Dynamics 365 Customer Service Package Overview

Customer Service Quickstart Essentials



Are you ready to move beyond spreadsheets and shared inboxes, and adopt a simpler, more structured way of managing your customer service operations?

This is for you...

Starting price: €52,000
(Licenses not included)

Customisation: Minimal
Automation: Basic
Integrations: Out of the Box
Discovery: 5 days
Best for: Start-ups

What this package delivers:

- Gain immediate visibility and control over all customer service activity
- Replace manual processes with a structured, trackable case management system
- Improve ownership and accountability across your service team
- Enable faster response times with centralised queues and workflows
- Empower teams with clear, real-time performance insights
- Get up and running quickly with a low-risk, cost-controlled implementation

Customer Service Accelerator



Is your service operation outgrowing basic tools, and do you need a solution that aligns to your processes, SLAs, and teams while improving visibility, automation, and performance?

This is for you...

Everything included from the **Quickstart Essentials** package plus:

Starting price: €114,000
(Licenses not included)

Customisation: Moderate
Automation: Advanced
AI & Insights: Limited
Integrations: Selective
Discovery: 15 days
Best for: Growing teams

What this package delivers:

- Align your customer service platform to business processes and team structures
- Improve SLA visibility and escalation control operations
- Boost agent productivity with knowledge, automation, and role-based experiences
- Standardise service delivery to drive consistency across teams
- Give managers clearer insight with role-based dashboards and performance reporting
- Move beyond basic case tracking with a business-aligned implementation that scales

Customer Service Advantage



Are you aiming to transform your customer service into a fully connected, intelligent operation that unifies teams, channels, and data while leveraging automation, AI, and omnichannel engagement to deliver seamless, enterprise-scale experiences?

This is for you...

Everything included from the **Accelerator** package plus:

Starting price: POA
(Licenses not included)

Customisation: Extensive
Automation: Enterprise
AI & Insights: Full
Integrations: Enterprise
Discovery: 30 days
Best for: Enterprises

What this package delivers:

- Transform customer service into a fully connected, enterprise-grade operation across teams
- Deliver seamless experiences with omnichannel engagement across voice, chat, and digital channels
- Unlock efficiency and scale through advanced automation and AI-assisted service
- Integrate systems and data for end-to-end service visibility
- Empower leadership with enterprise-level insights, analytics, and governance
- Build a future-ready foundation



Get in Touch

17 Clanwilliam Terrace
Grand Canal Quay
Dublin D02 DR98
Republic of Ireland

Dublin: +353 (0) 1 681 4098
London: +44 (0) 207 183 8996
Belfast: +44 (0) 2890 991 801

Email: info@tekenable.ie

27 Old Gloucester Street
London
United Kingdom
WC1N 3AX

Follow us:

 [linkedin.com/company/tekenable](https://www.linkedin.com/company/tekenable)

 [@tekenable.bsky.social](https://twitter.com/tekenable.bsky.social)

**Experts in AI & Data utilising cloud
solutions to enable business
transformation.**



www.tekenable.com