



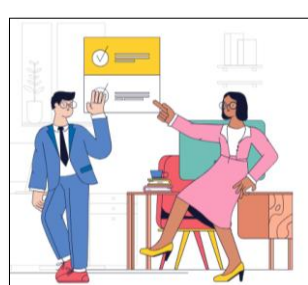
# AI Copilot

AI Copilot in Dynamics 365 transforms sales and service. It helps teams close deals and build better customer relationships.



## Predictive Scoring

AI analyzes data to score leads, helping sales prioritize the best prospects and optimize resource allocation.



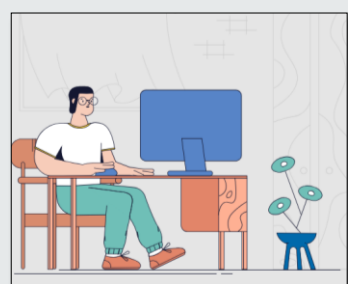
## Real-Time Guidance

Copilot offers suggestions and info during interactions, assisting team members with objections and negotiations.



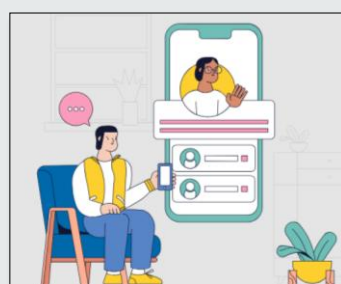
## Precision Forecasting

AI aggregates data to provide accurate revenue predictions, enabling strategic resource allocation and goal setting.



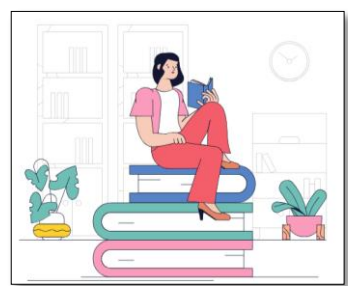
## Admin Automation

Copilot automates tasks like summaries and follow-ups, freeing up time for building relationships and strategy.



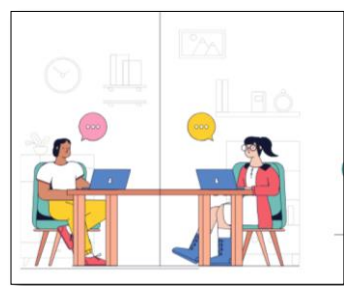
## Contextual Insights

Copilot provides instant analysis of customer history and preferences, suggesting solutions and drafting responses.



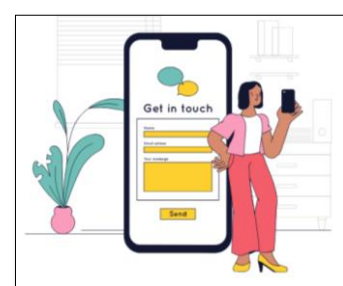
## Knowledge Management

AI proactively suggests relevant knowledge articles, leading to faster resolutions and consistent service quality.



## Sentiment Engagement

Copilot detects customer sentiment and recommends de-escalation strategies, turning conflicts into loyalty.



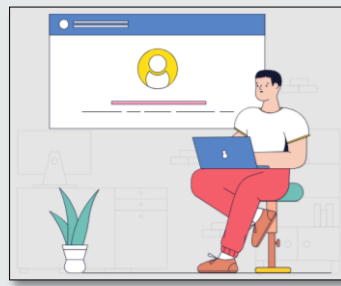
## Proactive Resolution

Copilot identifies issues before escalation, notifying customers with resolutions, improving satisfaction.



## Omnichannel Integration

Copilot unifies channels, giving agents a 360-degree view of customer journeys for consistent experiences.



## Human + AI

AI handles routines and insights, letting employees focus on creativity, empathy, and strategic thinking.

# Copilot Impact

Copilot enhances sales and service by prioritizing leads, automating tasks, and improving customer interactions using AI.



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