

Deliver AI-powered customer service

CCaaS for the future from Microsoft and Hitachi Solutions



AI in the contact center directly impacts customer loyalty, profitability, and future growth.

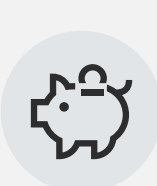


Improving customer experience



of organizations implementing GenAI target “better customer service” as the driver

Achieving operational efficiency



\$80B SAVINGS

projected through the use of conversational AI in customer service

Microsoft Dynamics 365 Contact Center transforms customer service.

By executing specific actions, agents can reshape business processes, streamlining mundane or repetitive tasks and giving people more time to think deeply and strategically about their work.

Types of Agents



Unified Data

Microsoft Dynamics 365 overcomes data fragmentation and silos to deliver the information agents need



GenAI

Microsoft 365 Copilot provides agents with instant information, automatic summaries, and guidance directly in their workflow.

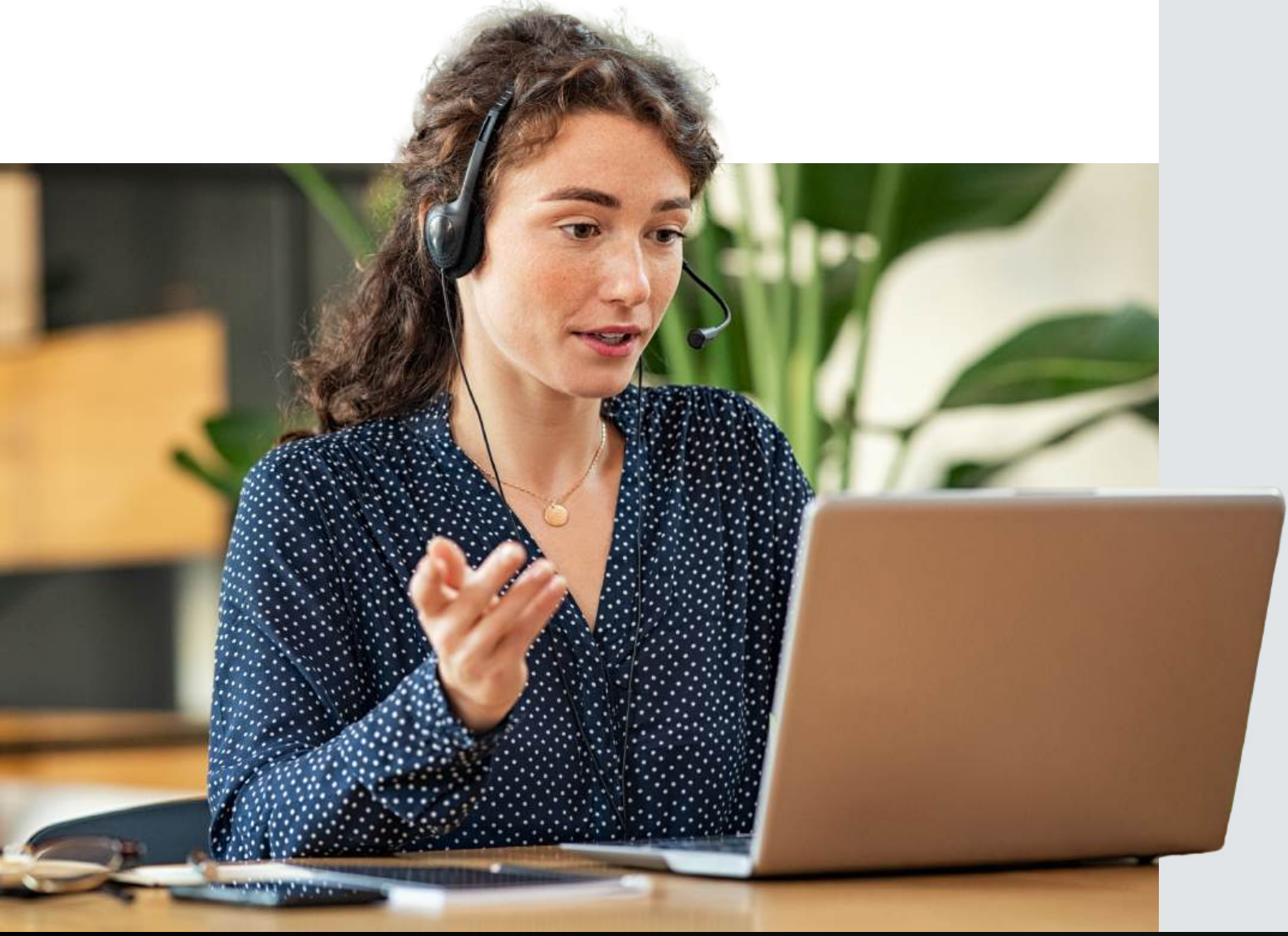


Agentic AI

Pre-built and custom agents execute complex, multi-step workflows to resolve customer issues without human intervention.

Hitachi Solutions accelerates contact center modernization.

Hitachi Solutions has been helping organizations use technology to optimize contact center experiences for years. Our proprietary solutions simplify modernization, driving value to customers and agents faster.



Identity Verification



Automate identity verification to enforce compliance and personalize your customers’ experiences.

Call Wrap-Up



Streamline post-call work to improve compliance and focus your agents on helping the next caller.

Dynamic Scripts



Automatically generate call scripts customized to the caller, delivering a tailored experience every time.

Hitachi Solutions Alerts



Give your agents account alerts in real time, helping them to take swift action on critical issues.

Drive contact center transformation with confidence.

When you work with us, you gain access to technical, industry, and consulting experts who understand the challenges you face, from technology to change management.

59-time

Microsoft Partner of the Year Award winner



100%

Focus on Microsoft technology

Every industry is different, but one thing never changes: great customer experiences lead to great outcomes.



Financial services

Account inquiries

Secure transactions

Fraud prevention



Healthcare

Benefits inquiries

Claims process

Patient services



Manufacturing

Break/fix scenarios

Warranty claims

Order and status updates

Get started on your contact center transformation today.

Contact us today!

