

# TOP 5 UPDATES FOR DYNAMICS 365 FOR CUSTOMER SERVICE

# April 2019 Update

## UNIFIED ROUTING

The system will automate the flow of work to various agents based on their capacity and availability. This ensures that the right task is assigned to the right person.

## USER ENHANCEMENTS

Usability enhancement includes case form UI enhancements, an enhanced timeline, and SLA timers.

## MULTI-SESSION AGENT EXPERIENCES

Agents are able to service more customers across a variety of channels. This allows agents to resolve issues faster and have a higher rate of productivity.

## SUPERVISOR EXPERIENCES

Supervisors are able to effectively manage the agent workforce, monitor KPIs on agent productivity, and contact center operations to take prompt corrective action.

## SMS

Update customers with automated SMS notifications. This two-way texting capability allows customers to interact with organizations when an issue arises.