



## Roll Out the Red Carpet for Your Customers: Improve Service with Microsoft Dynamics 365™



Great customer service is a cornerstone for many brands, but **only 4% of companies can solve a customer inquiry using a single application**. This can lead to frustration, anger, and lost sales. However, Microsoft Dynamics 365 can deliver satisfaction with every interaction – and Sunrise can enable it in a matter of weeks. Plus, for a limited time, **Microsoft is offering favorable incentives** to make it easier and more affordable than ever to get started.



### 1 Delight Customers

Be one of the few companies who can **answer a service inquiry from a single platform**. Dynamics 365 brings it all together in a 360-degree view of the customer, helping your CSRs **provide quick and accurate resolutions** to customer service inquiries. What better way to delight your customers and build loyalty?

### 2 Act on Intelligence

Empower CSRs with everything they need to **deliver a more personalized standard of service**. All levels of the organization can **proactively engage with customers** by acting on visual insights, accessible from any device. You'll be smarter about customer service and can preempt negative outcomes before they cause irreversible damage.



### 3 Grow Revenue with Loyalty

The only way to increase revenue is to increase value, and that requires delivering better customer experiences with **contextual interactions** across the customer journey. This personalized and proactive service will **elevate brand loyalty and advocacy** – and ultimately increase average order value and lifetime customer value.

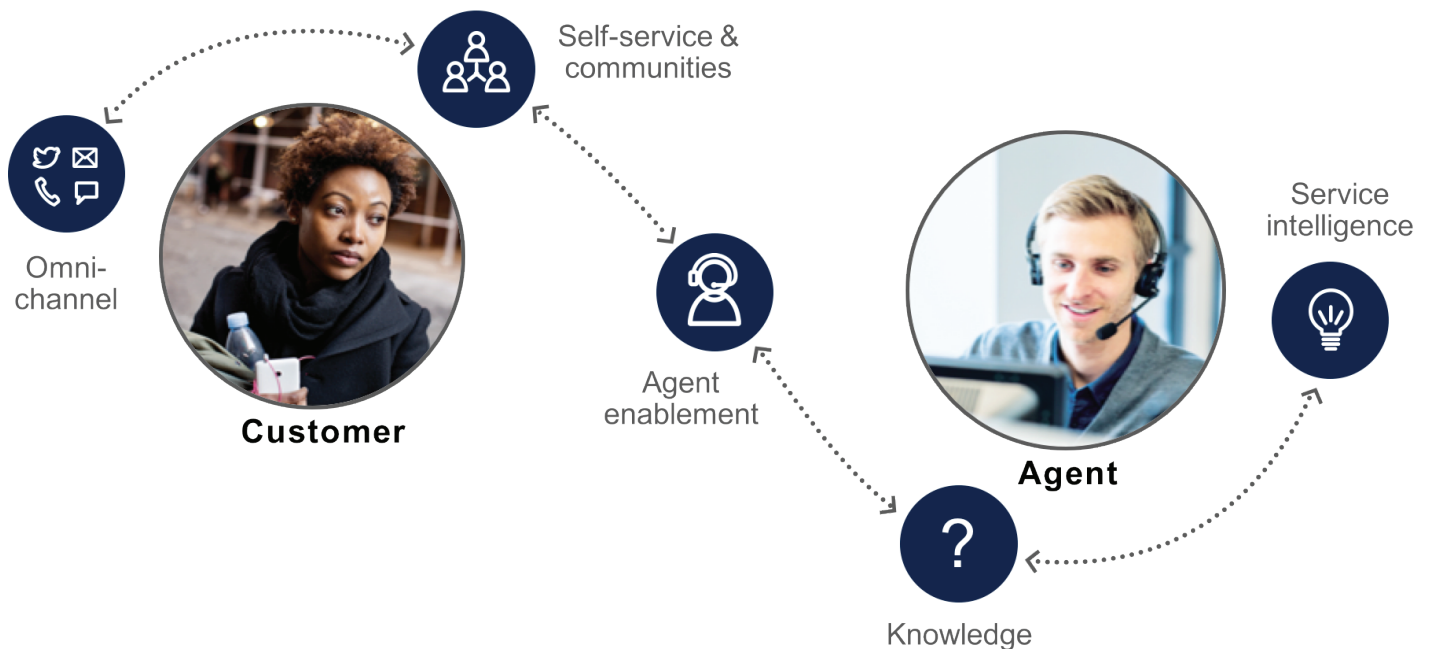
# Schedule a Microsoft Dynamics 365 for Customer Service Workshop

Find out how fast and affordable excellent customer service can be! Let us help you plan your path forward in a complimentary customer service workshop. By the end of the session, you'll have covered:

- Your personal and unique licensing options
- How other customers have achieved success in just a matter of weeks
- Where to start with a simple approach to integrating with Dynamics AX
- How to take advantage of limited time incentives from Microsoft

"What is compelling here is the **deep integration** of **ERP, CRM**, and desktop **productivity** capabilities...few other players offer a common platform model and none bring in the office productivity capabilities that Microsoft can."

*Rebecca Wettemann,  
VP of Research at Nucleus Research*



To schedule a Microsoft Dynamics 365 for Customer Service Workshop with Sunrise, visit <http://sunrise.co/customer-crm/>



Microsoft Inner Circle 2017

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