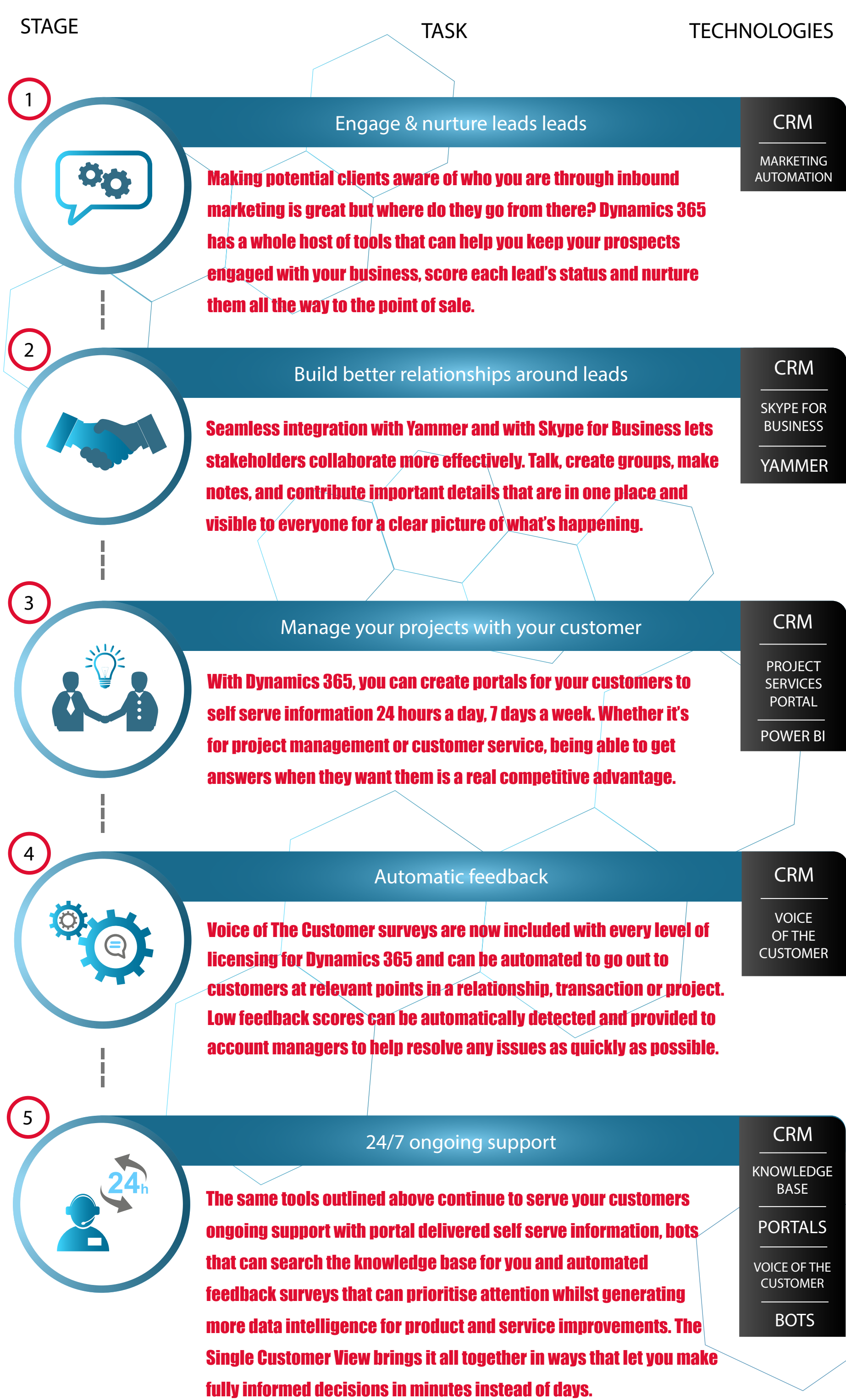


The Microsoft Toolkit for every Customer Stage



Microsoft places productivity and profitability at the centre of every innovation. Dynamics 365 delivers on that with a complete set of business tools that raises the game for CRM and gives businesses a serious competitive advantage. Here's a rundown of the tools available right now.



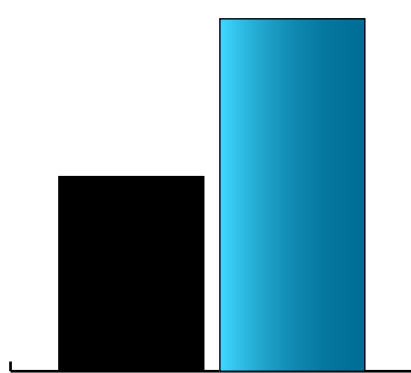
FAST USER ADOPTION



30% reduction in training time for new customer service agents

- Microsoft Case Study: nTelos Wireless

CUSTOMER SELF SERVICE WEB PORTALS



81% increase in use of online forums and communities for self-help

- Kate Leggett, Customer Lifecycle Journey, Forrester, December 2015

AUTOMATIC SALES REPORTING



Increase sales productivity by 15-20%

- Microsoft Case Study: Kennametal