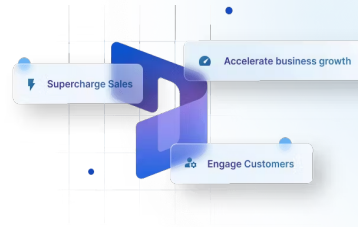


Microsoft Dynamics 365 CRM

## Build Relationships and Drive ROI

Supercharge sales, engage customers with personalized interactions, drive a better customer experience, and accelerate business growth with Dynamics 365 CRM.

[Get Started Now!](#)



### What is Microsoft Dynamics 365 CRM?

Microsoft Dynamics 365 CRM (Customer Relationship Management) is a set of different solutions to help you streamline all operations of sales, marketing, and customer service.

Leveraging the capabilities of Microsoft Dynamics CRM, you can unify the data, simplify various processes, build long-lasting relationships with customers, enhance customer engagement, and supercharge productivity.

- ✓ Microsoft CRM is not limited to big businesses anymore
- ✓ Manage leads and build relationships
- ✓ Close deal faster with tailored customer interaction

**Note:** In a recent update, Microsoft renamed it **Microsoft Dynamics 365 Customer Engagement (CE)**, but business owners, consultants, and decision makers still call it Dynamics CRM. With the updated name, Microsoft has started to primarily focus on offering cloud services while reducing its dependency on on-premises deployment.

### Connect Sales and Marketing

Dynamics 365 CRM unifies the data, systems, and processes of different sales and marketing operations to offer an exceptional experience to a customer through the sales cycle.

Collaborating in sales and marketing helps a business understand the exact requirements of the customer and furnish them using the right communication channel.

Dynamics CRM empowers the team to prioritize the right leads, nurture existing leads, and boost sales numbers.

- ✓ Unify data system and processes.
- ✓ Track customer throughout the sales cycle
- ✓ Promotes sales and marketing team collaboration



### Build Lasting Customer Relationships

Build stronger relationships with customers by combining different processes of sales and customer support. By combining the data, you will be able to understand customer demands and check for fluctuating marketing trends to build trust among customers.

You can also track the customer across different milestones of the sales and support journey to resolve their queries in real-time, leading you to build loyalty and exceptional customer satisfaction.

Microsoft Dynamics CRM is a solution for modern businesses that allows customers to connect with the business from anywhere and anytime, leveraging mobile applications.



- ✓ Understand customer demands
- ✓ Track fluctuating market trends
- ✓ Build loyalty and offer customer satisfaction

## Simplify Customer Journey

Collect and collaborate on the customer data collected through different sources of communication channels to know their preferences and changing trends.

Such data can help a business approach a customer with tailored interactions and offers to build loyalty and gain trust.

You can even track, collect, and utilize the historical data of a customer to understand and identify a potential lead.



- ✓ Unifies different communication channel
- ✓ Offer tailored user interaction
- ✓ Maintain customer historical data



## Boost Sales Productivity

Get full visibility across entire sales activities and make real-time informed decisions to enhance the productivity of your sales team. Also, it lets you get customer insights so that you can focus on the resources to generate better sales revenue.

You can also distribute the resources and budgets accordingly while forecasting future sales and upcoming opportunities for growth.

Dynamics CRM empowers sales executives to track, follow-up, and nurture leads until they become resourceful customers.

- ✓ Get full visibility of sales activities
- ✓ Make real-time decisions with insights
- ✓ Forecast future sales

## Dynamics 365 CRM Benefits: Leverage AI to Close more Sales

Microsoft Dynamics 365 CRM offers numerous benefits, including the ability to strengthen customer relationships and close more deals utilizing predictive insights.

**Understand your Customer**

Embedded generative AI enables you to centralize and utilize the data to understand customer behavior and market trends. It will help you personalize your interactions with customers to close more deals.

**Supercharge Overall Efficiency**

Establish a central communication bridge for consistent communication between team members, resulting in enhanced productivity and lower operational costs.

**Go Beyond Innovation**

Dynamics 365 CRM comes with the advanced capabilities of AI, BI, IoT, and Copilot Assistant to help you move forward with cutting-edge innovation to match up with evolving needs.

**Adapt to the Latest Update**

Cloud deployment enables the business to embrace the change in technology, innovation, and fluctuating market demands and adapt to offer exceptional performance.

## Microsoft Dynamics 365 CRM Applications: Modern Solutions for Complex Businesses

Microsoft Dynamics CRM, or Dynamics 365 Customer Engagement, consists of four major solutions, which are:



Dynamics 365 Sales



Dynamics 365 Field Service



Dynamics 365 Customer Service



Dynamics 365 Customer Insights



## Transform your customer experience and drive business impact

Empower your sales team with AI-powered insights

The solutions in Dynamics CRM will revolutionize your business and push you to generate maximum revenue while meeting customer expectations.

[Start your Free Trial Today!](#)

## Dynamics 365 CRM Services

Employ our reliable and trustworthy services to supercharge your customer management game.



### Dynamics 365 CRM Implementation Service

Leverage Dynamics Square's expertise and perfect infrastructure for a successful Microsoft Dynamics CRM implementation.



### Dynamics 365 CRM Customized Service

Extend D365 CRM's capabilities to match your specific processes with reliable Dynamics 365 CRM customization services.



### Dynamics 365 CRM Support Service

Focus on your business, not IT issues. Leave your Microsoft Dynamics CRM support to the professionals at Dynamics Square.



## Dynamics 365 CRM Pricing

There is no combined license to access all solutions in Microsoft Dynamics 365 CRM (CE). However, you can access the desired solution or set of solutions by purchasing their licenses.



### Dynamics 365 Sales Pricing

The Microsoft Dynamics 365 Sales pricing and licensing come in four different plans, which are:

#### D365 Sales Team Member

**\$8** per user/month

- ✓ Access data from Outlook, web, and mobile
- ✓ Access data from Outlook, web, and mobile
- ✓ Create tables and share information
- ✓ Perform basic activities and chat with support
- ✓ Add or remove a contact or connection

#### D365 Sales Enterprise

#### D365 Sales Professional

**\$65** per user/month

- ✓ All features of the Team Member License
- ✓ Invoices and lead Management
- ✓ Manages campaigns and quotes
- ✓ Check lead quality and track opportunity
- ✓ Business audit and define internal relationships

#### D365 Sales Premium

**\$95** per user/month

- ✓ All features of Sales Professional
- ✓ Embedded intelligence and forecasting
- ✓ Establish product relationships
- ✓ Define sales goals and territories
- ✓ Configure and define business units

**\$135** per user/month

- ✓ All features of the Sales Enterprise
- ✓ Notes analysis
- ✓ Connection insights
- ✓ Comes with predictive forecasting
- ✓ Relationship insights



### Dynamics 365 Customer Service

The Microsoft Dynamics 365 Customer Service pricing comes in two licensing plans:

#### D365 Customer Service Team Members

**\$8** per user/month

- ✓ Access data from Outlook, web, and mobile
- ✓ Read D365 application data
- ✓ Create, update, and delete activities and contacts
- ✓ Perform basic activities and chat with support
- ✓ Send emails, record, and export/import data

#### D365 Customer Service Professional

**\$50** per user/month

- ✓ All features of the Team Member license
- ✓ Create, update, and delete accounts and case
- ✓ Access to a knowledge base
- ✓ SLA management
- ✓ Auditing and business process customization

#### D365 Customer Service Enterprise

**\$95** per user/month

- ✓ All features of the Customer Service Enterprise
- ✓ Comes with an embedded license
- ✓ Service scheduling
- ✓ Manage, schedule, and dispatch resources
- ✓ Embedded with D365 Customer Voice and Mobile offline capabilities



### Dynamics 365 Field Service

The Microsoft Dynamics 365 Field Service offers two licensing options, which are:

#### D365 Field Service Team Member

**\$8** per user/month

- ✓ Access data from Outlook, web, and mobile
- ✓ Read D365 application data
- ✓ Create, update, and delete activities and contacts.
- ✓ Work order management
- ✓ Yammer collaboration with a separate license

#### D365 Field Service Contractor

**\$50** per user/month

- ✓ Read all D365 Field Service data
- ✓ Create and modify activities, assets, and order
- ✓ Schedule and handle your own resources
- ✓ Add or remove connections
- ✓ Define, manage, and configure work hours

#### D365 Field Service

**\$95** per user/month

- ✓ All features of a contractor license
- ✓ Create, update, and edit field service cases
- ✓ Create and modify invoices, and dispatch
- ✓ Schedule different activities
- ✓ Comes with a Field Service mobile app



### Dynamics 365 Customer Insights

The license for Microsoft Dynamics 365 Customer Insights offers two separate solutions: Dynamics 365 Customer Insights - Journey (earlier known as [Dynamics 365 Marketing](#)) and Dynamics 365 Customer Insights - Data.

#### Dynamics 365 Customer Insights

**\$1,700** per tenant/month

- ✓ Allows users to install both applications in four different environments.
- ✓ Base capacity of 10K people interacted via the Journey App.
- ✓ Base capacity of 100K unified people for profile unification via Data app.
- ✓ You can purchase additional licenses to increase capacity.

For more detailed Microsoft Dynamics 365 CRM pricing and licensing, feel free to contact our team.

Contact Dynamics 365 Licensing Expert!

## Why Choose Dynamics Square over others?

Dynamics Square has been in the market for 12+ years, offering reliable and cost-effective services to help businesses grow and scale with consistency.



### Microsoft Gold Partner

Dynamics Square is an authorized **Microsoft Gold partner** or Microsoft Solutions partner with the perfect resources and infrastructure to support your business regardless of complexity.



### Industry-Specific Solutions

Irrespective of your business's uniqueness, we will customize the solution and make it a perfect fit for your business to meet your unique needs.



### Agile Methodology

We follow Microsoft's certified methodology to offer our services, whether implementation, support, or customizing a solution.



### Training and User Adoption

After the support, we will make sure that the changes or updates made are conveyed to the users via training or learning material.

## Book A Free Consultation

See How Dynamics Square Can Help Transform Your Business With Microsoft Business Applications.

\*Full Name

\*Work Email

\*Company Name

Phone Number (optional)

\*How Can We Help You?

I agree to the [Privacy Policy](#) and [Terms of Service](#).

### CALIFORNIA

2372 Morse Ave, Ste. 310 Irvine, CA 92614

+1 213 784 0845

info@dynamicsquare.com

### TEXAS

10101 Southwest Freeway Houston, TX 77074

+1 281 899 0865

info@dynamicsquare.com

### ILLINOIS

111 North Wabash Ave. Ste. 100, The Garland Building Chicago, IL 60602

+1 312 488 1043

info@dynamicsquare.com

### NEW JERSEY

500 Paterson Plank Road Union City, NJ 07087

+1 732 893 0520

info@dynamicsquare.com

### DYNAMICS SQUARE™

Dynamics Square is USA's leading Microsoft Solution Certified Partner that caters to the needs of organizations who can source next-gen Microsoft Business Apps from our highly skilled Microsoft consultants.



Specialist  
Small and Midsize Business  
Management

### BUSINESS APPS

- > Business Central
- > Finance
- > Supply Chain
- > Sales
- > Power BI
- > Azure IoT
- > ERP (NAV/GP/AX)
- > CRM

### QUICK LINKS

- > About us
- > Why Us
- > Our Services
- > Our Partners
- > Contact Us
- > Blogs
- > Privacy policy

### CONNECT WITH US



Subscribe Newsletter

Get Dynamics 365 Product Updates, Free Webinars, Blogs, Offers And Much More!

\* Full Name

\*Work Email

