



Kill the Script. Trust the Autonomous Agent.



Miradije Haag | Solution Engineer

Business Applications, Dynamics365
miradije.haag@microsoft.com



Robin Rabe | Solution Engineer

Business Applications, Dynamics365
robin.rabe@microsoft.com



Miradije Haag
Solution Engineer

miradijehaag@microsoft.com



Robin Rabe
Solution Engineer

robin.rabe@microsoft.com



AI is transforming business **today**



Every
individual



Every
process



Every
organization



Every
industry

With **Agentic AI**.

What are AGENTS anyway?



What does *agent* mean here?

Agency (noun)

The ability to take action or to
choose what action to take

Level 1

Human with
assistant



Level 2

Human-led
agents

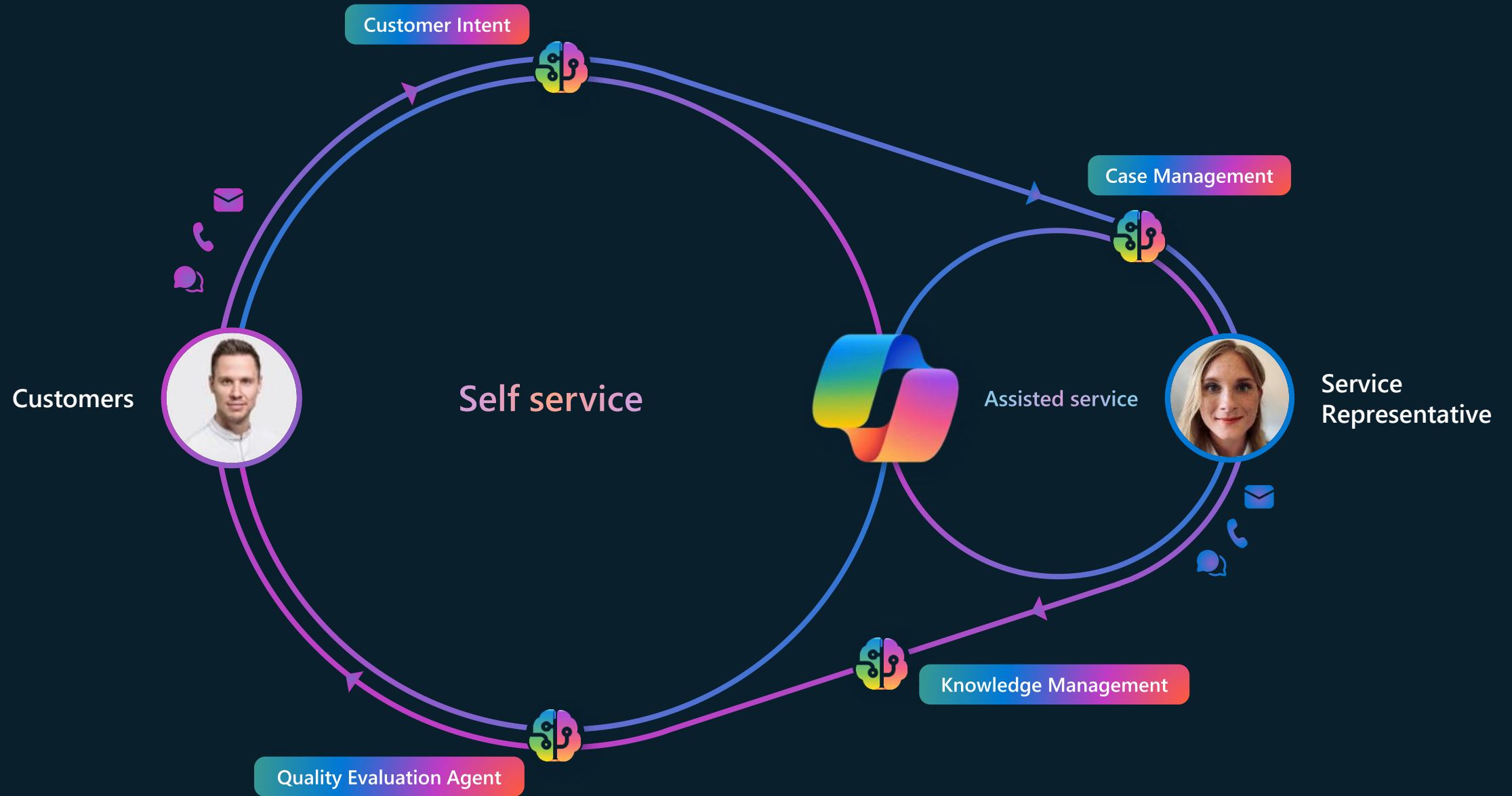


Level 3

Human-led,
agent operated



Autonomous Service Operations



Our Role Play today



ROBIN

CUSTOMER



CHRISTMAS ELF

**AUTONOMOUS
AGENT**



NANCY

**SERVICE PRODUCT
EXPERT**



MIRADIJE

SERVICE REP



Journey to Autonomous Service



Human expert



Human with assistant



Human-led agents

Level 1

- Escalated to expert
- Researches and finds a solution
- Case and Resolution captured as new Intent.

Level 2

- Escalated to 1st Level Support
- Resolution guided by Intent Agent
- Verification

Level 3

- Intent Agent recognizes the issue
- Resolution without human involvement
- Analyzing and improving

Journey to Autonomous Service

The screenshot displays the Dynamics 365 Customer Service workspace interface. At the top, the header includes the Dynamics 365 logo, the workspace name 'Customer Service workspace', and a search bar. Below the header, a navigation bar shows 'Home', 'Inbox', and a tab for the current case 'Coffee tastes bitter with S...'. The main content area shows the case details for 'Coffee tastes bitter with Smart Brew Machine 300' with case number 'CAS-01042-X7Q0C7'. The case is assigned to 'Nancy Warner' and was created on '11/12/2025 9:44 AM'. A process flow is visible with steps: 'Phone to Case Process' (Active for 4 minutes), 'Identify', 'Research', and 'Resolve (2 Min)'. A 'Resolve Case' dialog box is open in the foreground, showing a resolution message: 'Wrong Filter was in ...'. It also includes a checkbox for 'Propose new knowledge article for this case' which is checked. At the bottom right, there is a callout box for 'Level 1' with a profile picture of a woman and the text 'Human expert'.

Dynamics 365 | Customer Service workspace | Search

Home | Inbox | Coffee tastes bitter with S...

Coffee tastes bitter with S... | Martina Neumann

Transfer to Field Service | Save | Save & Close | Save & Route | Refresh | New | Share

Coffee tastes bitter with Smart Brew Machine 300 - CAS-01042-X7Q0C7
Saved | Case - Case for Multisession experience

Phone to Case Process (Active for 4 minutes) | Identify | Research | Resolve (2 Min)

Summary | Details | Attachments | Related

Due and Overdue Activities

Activities | No activities due today

Case Title *
Coffee tastes bitter with Smart Brew Machine 3...

Customer *


Resolve Case

Resolution * Wrong Filter was in ...

Propose new knowledge article for this case ☒

Resolve | Cancel

Level 1



Human expert

Journey to Autonomous Service

Dynamics 365 | Customer Service workspace | Search

Home | Inbox | Coffee tastes bitter with S...

Propose new knowledge (preview)
Review the knowledge proposal drafted by Copilot based on this case.

Read-only This record

Transfer to Field

Coffee tastes bitter
Case · Case for Multis

Phone to Case Process
Aborted after 7 min

Summary Details

Due and Overdue Activities

Activities

Case Title

Customer

Contact

Title: Resolving Bitter Taste in Coffee with Smart Brew 300

Issue:
The coffee produced by the Smart Brew 300 has a persistent bitter taste, even when using different coffee beans.

Cause:
The use of an incorrect filter, buildup of old coffee grounds in the filter, and the use of tap water containing minerals and impurities can contribute to a bitter taste. Mineral buildup inside the machine may also affect flavor.


Resolution:
To resolve the bitter taste issue with the Smart Brew 300, perform the following steps:

1. Ensure the correct filter is installed in the coffee machine.
2. Thoroughly clean the coffee filter to remove any residue:
 - Rinse the filter with warm water.
 - Scrub with a brush if needed to remove old coffee grounds.
3. Use filtered water instead of tap water to brew coffee, as filtered water reduces the impact of minerals and impurities on taste.
4. Perform regular maintenance, including descaling the coffee maker, to prevent mineral buildup and maintain optimal flavor quality.

AI-generated content may be incorrect. Make sure AI-generated content is accurate and appropriate before using. [See preview terms](#)

Revise with instructions

Level 1


Human expert

Journey to Autonomous Service

Dynamics 365 | Copilot Service admin center

Search

New Export Refresh Approve Discard Autonomous support Disable Autonomous support Filter Search intent


[Customer Intent Agent \(preview\)](#) Manage intents AI Copilot

All intents

Intent helps understand the reason for which a customer has initiated a service request. Make sure AI-generated content is accurate and appropriate before using it. [See preview terms](#)

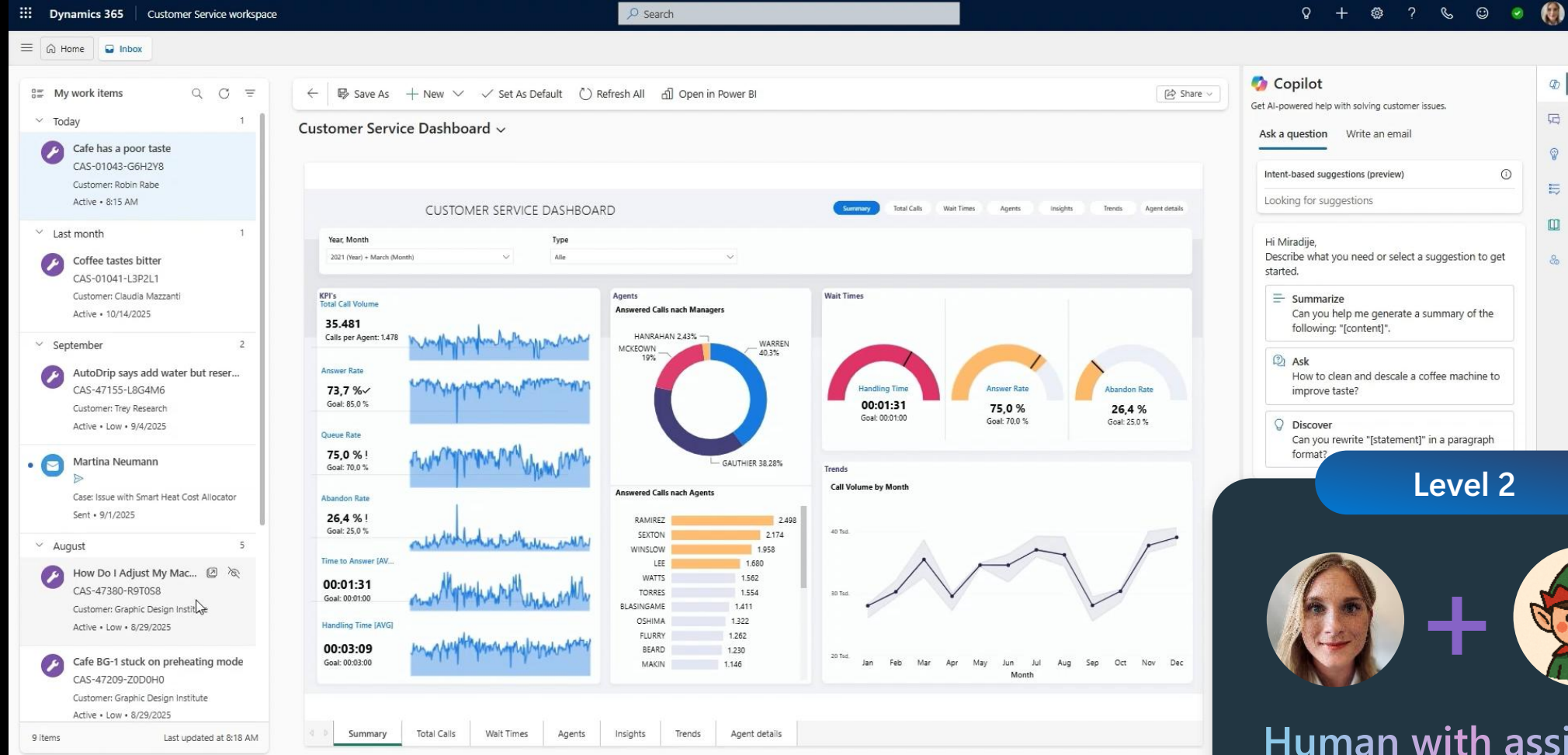
Contoso Coffee machine not brewing	Coffee Machine Troubleshooting	Approved	0	No
Delayed delivery	Ordering and Delivery Issues	Approved	0	Yes
Grinder malfunction from Contoso Coffee machine	Coffee Machine Troubleshooting	Approved	0	No
How to use rewards points for a purchase	Product or Service Assistance	Approved	0	No
Incorrect order received	Ordering and Delivery Issues	Approved	0	No
Issues with subscription gift orders	Subscription Issues	Approved		
Poor coffee taste from Contoso Coffee machine	Coffee Machine Troubleshooting	Approved		
Product out of stock	Ordering and Delivery Issues	Approved		
Request for account termination	Account and Billing Support	Approved		
Request for new coffee machine setup assistance	Product or Service Assistance	Approved		
Request for replacement parts for coffee machine	Product or Service Assistance	Approved	0	No

Level 1



Human expert

Journey to Autonomous Service




Level 2




Human with assistant

Journey to Autonomous Service



MachinesAccessoriesCoffee BeansSupport

Q 0



Best SellerIn Stock

Barista Pro Espresso Machine

Professional Siebträger System

★★★★☆ 4.8 · 247 reviews

\$1899\$2299Save \$400

Experience café-quality espresso at home with our flagship Barista Pro. Handcrafted in Italy with precision engineering, this professional-grade portafilter machine delivers authentic espresso with rich crema and exceptional temperature stability.


KEY FEATURES

- 15 bar Italian pump pressure
- Dual boiler system for simultaneous brewing and steaming
- PID temperature control ($\pm 0.5^{\circ}\text{C}$ accuracy)
- Commercial-grade 58mm portafilter
- Pre-infusion system for optimal extraction
- Steam wand with 360° rotation





QUANTITY

-1+

Add to Cart

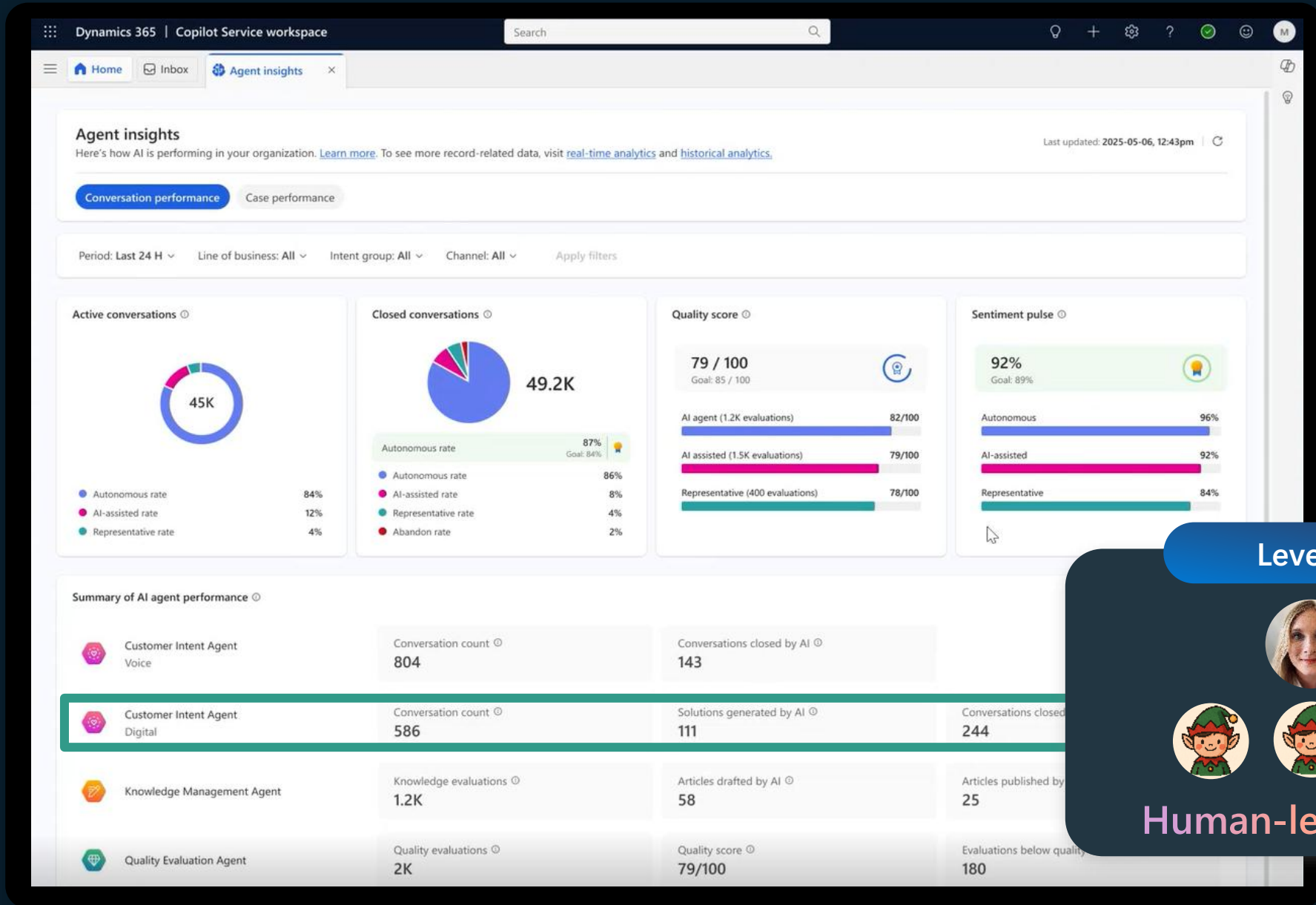


Level 3



Human-led agents

Journey to Autonomous Service



Level 3

Human-led agents



13% decrease in
service reps
requiring peer assistance
to resolve a case

Scalable with the Microsoft ecosystem



Copilot + Agents



Unify service



Dynamics 365
Contact Center



Dynamics 365
Customer Service



Dynamics 365
Field Service



Teams



Outlook

Connect to the business



Dynamics
365 Sales



Dynamics 365
Customer Insights



Dynamics 365
Supply Chain



Dynamics 365
Finance



Third-party
services + data

Collaboration & productivity



Microsoft 365

Authoring environment & Workflow orchestration



Copilot Studio

Trusted AI



Azure Open
AI Service

Harness data & business insights



Dataverse



Graph



Power Platform



Fabric

Azure foundation



Identity, security, management, and compliance + Global cloud infrastructure and services

📍 Service Summit 2025

Have a chat with us!



Booth H05
Main Entrance



@ Booth H05



Miradije Haag
Solution Engineer

miradijehaag@microsoft.com



Robin Rabe
Solution Engineer

robin.rabe@microsoft.com

