

Die (R)Evolution im globalen Service- und Support-Team bei Microsoft

Learn how Microsoft is modernizing its own customer service.

November 2023



Your Microsoft Crew Today



Sebastian Klenk
Technical Specialist
Business Applications



Klara Borgmann
Go-to-Market
Manager



Daniel Hotz
Technical Specialist
Business Applications







Contact Support

System Error: 80169D3A

TRY AGAIN



Customer Service & Support

I need a solution now!
I want to finish my flight.

Customer Obsessed

Be patient. I have to search for a solution first.

SERVICE AGENT

CUSTOMER

Customer Service & Support

AS A CUSTOMER, I NEED...

Communication channels of my choice

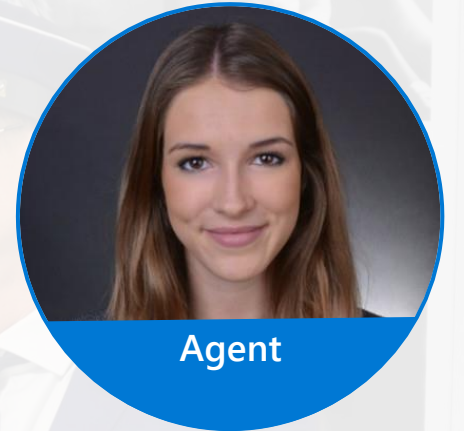
Reduced productivity and long case resolution time

AS A SERVICE AGENT, I STRUGGLE WITH...



Quality in service and fast issue resolution

Lower self-service rates lead to higher amount of low-value activities

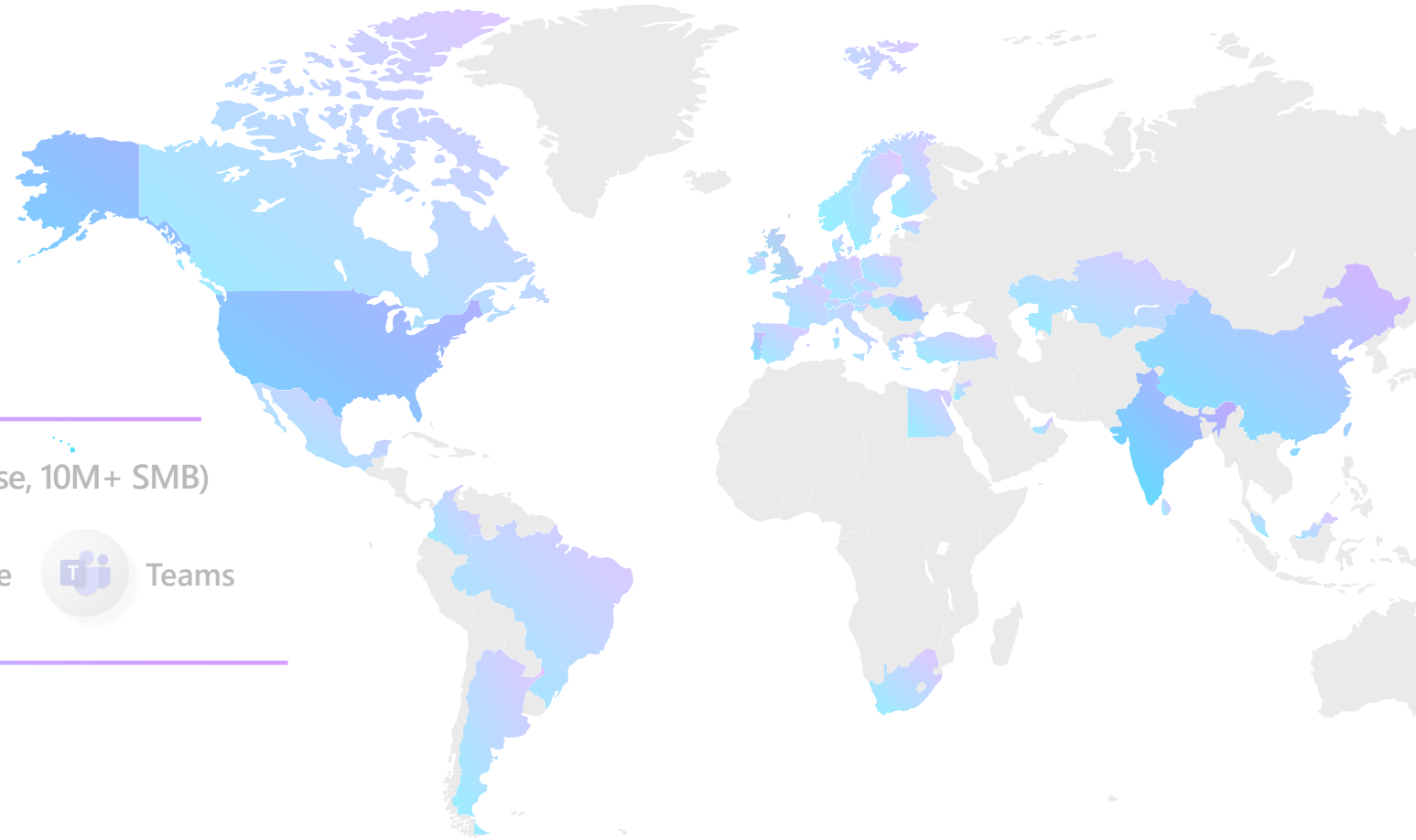


First class self-service solutions

Limited insights and missing customer 360° view

The scale of Microsoft's support

10's of thousands of agents
92 contact centers
120 countries
1B+ consumers
46 languages



Across consumer & commercial businesses (10K enterprise, 10M+ SMB)



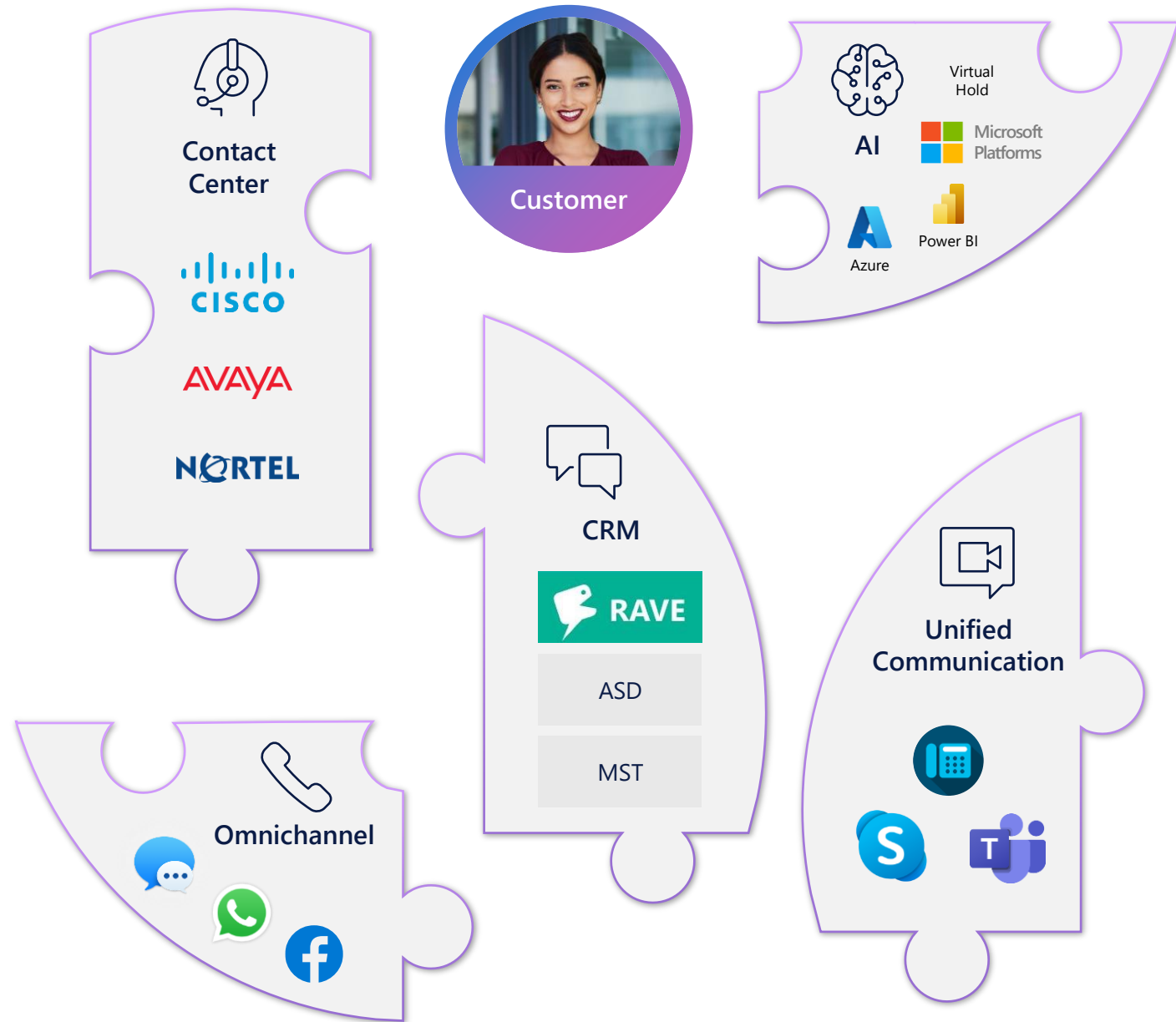
 **145M+** contacts

 **73M+** calls

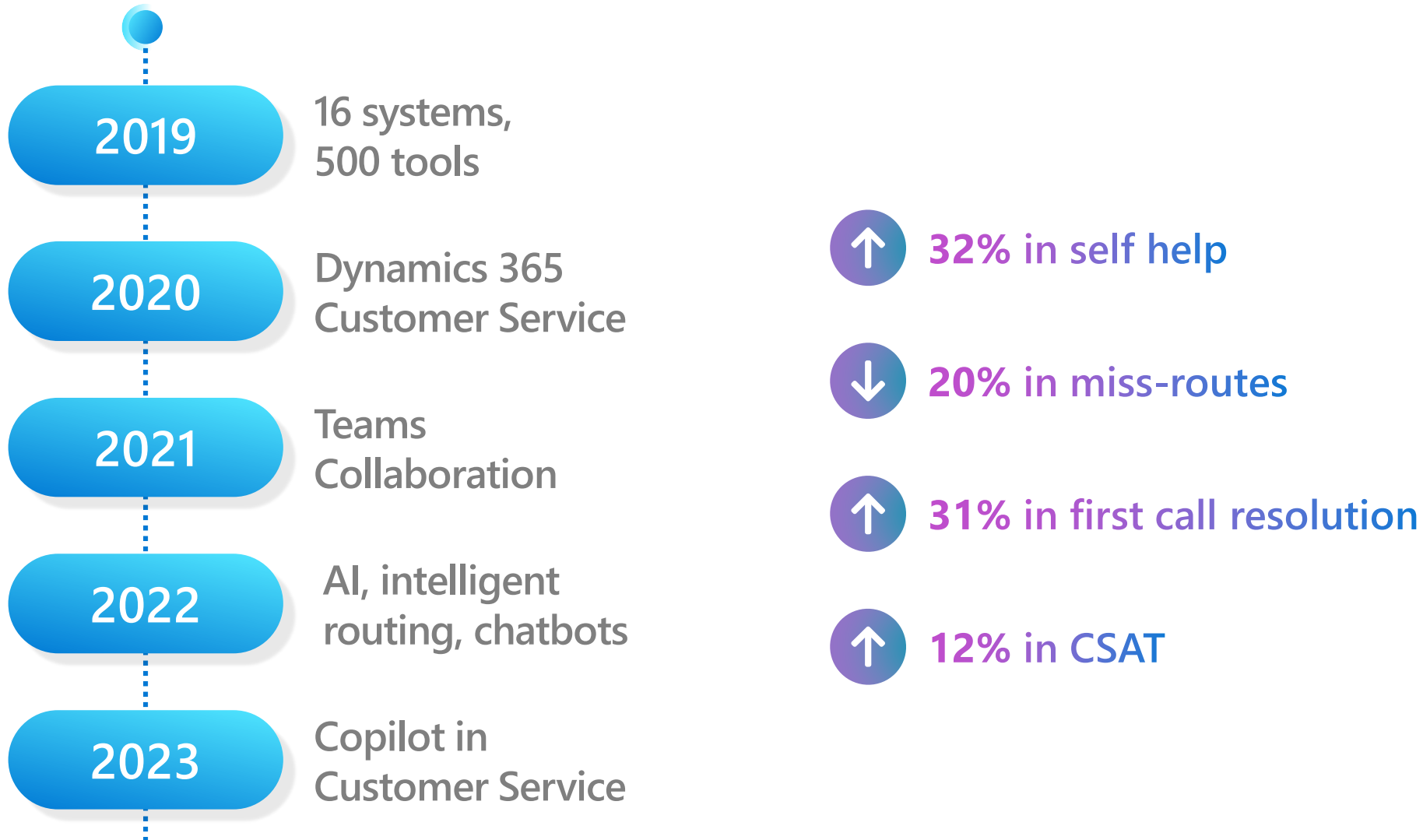
 **61.2M** emails

 **11.4M** chats

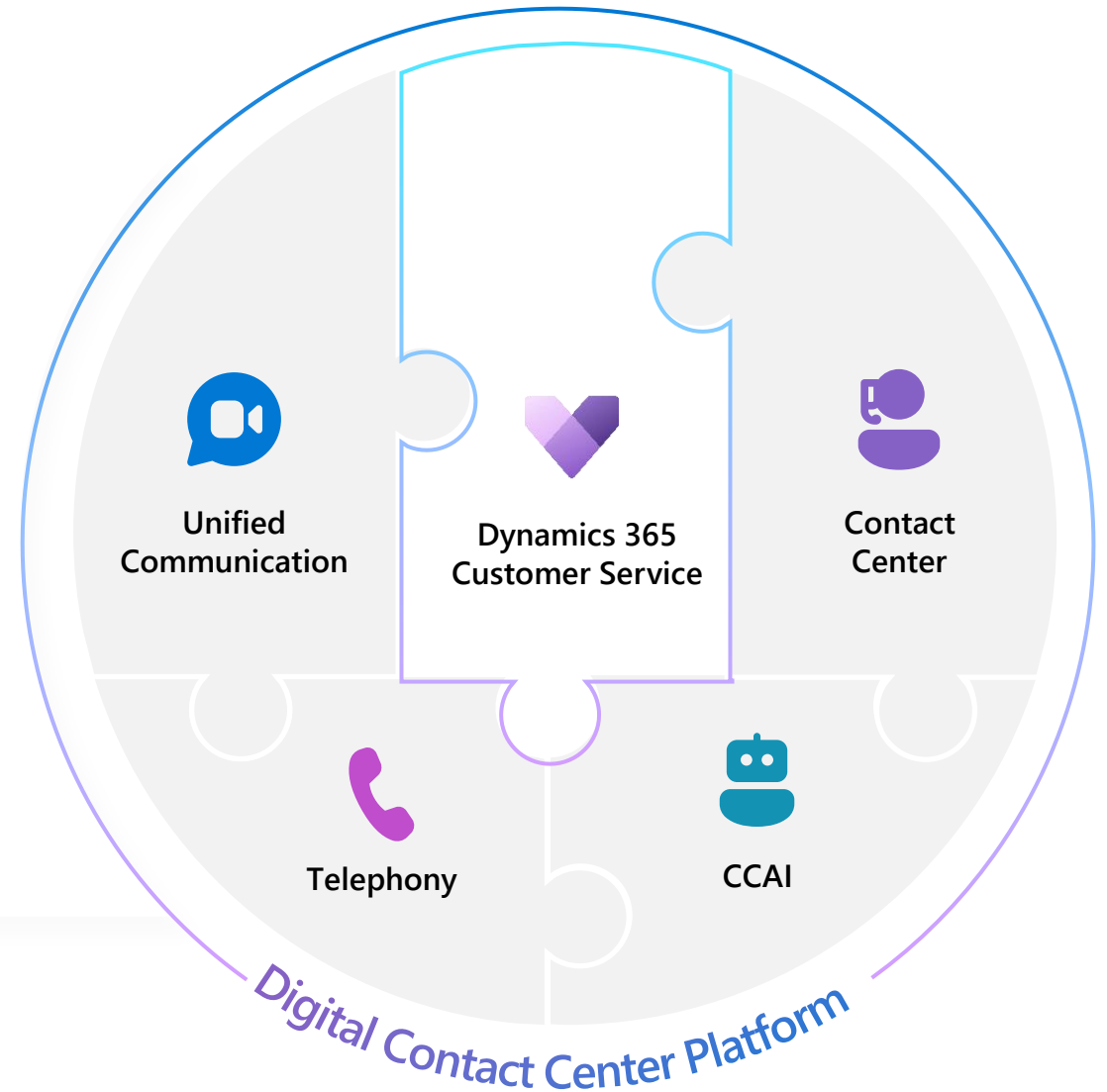
Disparate solutions in 16 different systems and 500 tools and vendors to manage



Digital transformation journey to modernize Microsoft Support



Creating a single customer care platform built on Dynamics 365 Customer Service



The AI technology is here

Forbes

What ChatGPT And Generative AI Mean For Your Business?

COMPUTERWORLD

Microsoft's new Teams Premium tier integrates with OpenAI's GPT-3.5

MarketWatch

Microsoft's Nadella: AI is taking the computer age from 'the bicycle to the steam engine'

The Washington Post

Meet Windows Copilot, the AI coming to help you understand your PC

techradar pro

Microsoft Fabric looks to offer the next generation of AI analytics for your business

TC TechCrunch

Microsoft's Azure AI Studio lets developers build their own AI 'copilots'

VentureBeat

Microsoft announces generative AI-powered Copilot 365 to 'change work as we know it'

CNN BUSINESS.

Real estate agents say they can't imagine working without ChatGPT now

THE VERGE

Microsoft's AI-powered Copilot is getting plug-ins

Dynamics 365 Copilot

Turbocharge your workforce with GenAI



+



+



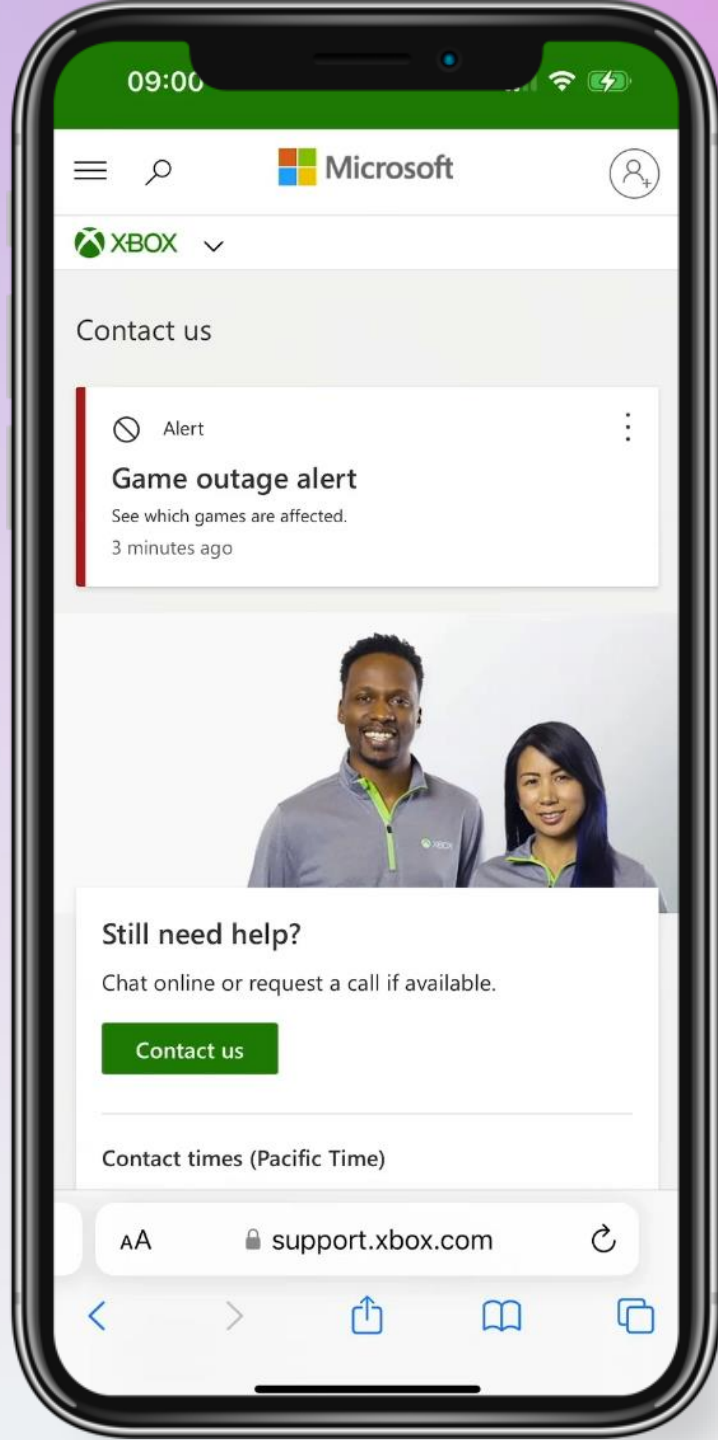
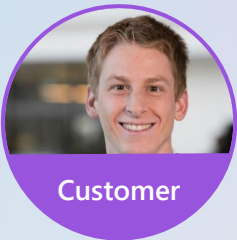
**Large Language
Models**

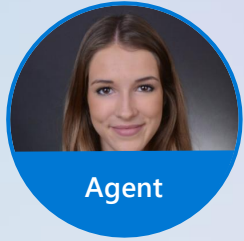
(powered by Azure OpenAI)

**Your
data**

**Dynamics 365
apps**

Microsoft Cloud – AI you can trust





Microsoft Dynamics 365 Customer Service workspace

Sebastian Klenk

Communication Panel

Sebastian Klenk 00:00:55 Neutral End

errorcode 80169D3A was shown. I can't start now any other Gamepass Game. I need help how to fix this.

Customer - 08:29:51

XV To clarify, did you mean:

XBOX Virtual Agent - 08:29:52

CU I got an error code on my Xbox

Customer - 08:30:00

XV Which error code did you get?

XBOX Virtual Agent - 08:30:02

Sebastian Klenk: Chat - Saved

Default messaging queue Queue 11/9/2023 8:30 AM Started On

Details Related

Customer 360° Profile

Sebastian Klenk flightsimulatorpilot#2000

XBOX WINDOWS SURFACE

Search customer Sebastian Klenk

Contact Sebastian Klenk

Email sebastian.klenk@microsofttest.com

Hi Klara, what do you need?

Describe it and get an answer generated by AI.

The more specific you are, the better responses you'll get from Copilot.

Or, use AI to identify the most recent customer problem and get a response.

AI-generated content can have mistakes. Make sure it's accurate and appropriate. [Read review terms](#)

Describe what you need

Make sure AI-generated content is accurate and appropriate before using. [Read review terms](#)

Conversation Summary Summarized 1 min ago

The customer is experiencing an error code (80169D3A) on their Xbox while playing Flight Simulator, which is preventing them from starting any other Gamepass games. The virtual agent suggests checking a webpage for fixes and workarounds for Xbox error codes, but it doesn't solve the problem. The customer then requests to speak to a human agent, and Klara from the Xbox Support Team introduces herself and offers assistance.

Copy AI generated

Communication Panel

Sebastian Klensk 00:02:48 Neutral End

XV Xbox error codes Check this page for fixes and workarounds with Xbox error codes: <https://support.xbox.com/en-US/help/subscriptions-billing/browse>

XV Did this solve your problem?

XBOX Virtual Agent - 08:30:16

CU No

Customer - 08:30:22

XV Sorry I wasn't able to help better. Would you like to talk to a human agent or to try rephrasing?

XBOX Virtual Agent - 08:30:24

CU Talk to an agent

Customer - 08:30:40

XV Customer would like to talk to an agent.

Internal message - XBOX Virtual Agent - 08:30:42

Hi Sebastian, this is Klara from Xbox Support Team. As I can see you have some trouble with your Xbox. Happy to assist you!

Sent - 08:33:10

Conversation Summary Summarized 0 min ago

The customer is experiencing an error code (80169D3A) on their Xbox while playing Flight Simulator, which is preventing them from starting any other Gamepass games. The virtual agent suggests checking a webpage for fixes and workarounds for Xbox error codes, but it doesn't solve the problem. The customer then requests to speak to a human agent, and Klara from the Xbox Support Team introduces herself and offers assistance.

Copy AI generated

Type your public message ...

Save Refresh Copy URL Share

Sebastian Klensk: Chat - Saved Default messaging queue 11/9/2023 8:30 AM

Conversation Queue Started On

Details Related

Customer 360° Profile

Search customer Sebastian Klensk

Sebastian Klensk flightsimulatorpilot#2000

XBOX WINDOWS SURFACE

CSAT 91% AVG ANN. SPEND 3.500 € CLV 11.5K €

HIGH VALUE GAME PASS REWARDS

ULTIMATE

Contact Sebastian Klensk

Email sebastian.klensk@microsofttest.com

Mobile Phone +4917798765432100

Consent given (4) Marketing

Preferred Method of Contact

Email

Address 1 Walter-Gropius-Str. 5 Munich, BY

Search issue Xbox Errorcode 80169D3A is...

Case Details Edit

Case Number CAS-01108-L1M8R2

Description The customer reached out to the Xbox virtual support agent regarding an error code (80169D3A) they encountered while playing Flight Simulator. The customer mentioned that they are unable to log in to any Gamepass game since then. The virtual agent provided a link to a page with fixes and workarounds for Xbox error codes but it did not solve the customer's problem. The customer then requested to talk to a human agent for further

Priority Normal

Status Reason In Progress

Recent Cases (3)

- Xbox Errorcode 80169D3A is shown CAS-01108-L1M8R2 Normal In Progress
- Xbox Game Avatar - when available with Gamepass? CAS-01106-D1P7X9 Normal Waiting for Details
- Want to use Copilot Windows 11 CAS-01105-G5S0L6 Low Researching

Conversation details

Copilot (preview)

Get AI-powered help with solving customer issues.

Ask a question Write an email

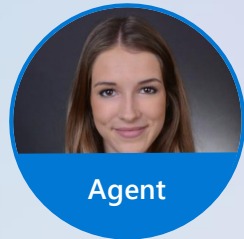
Hi Klara, what do you need?

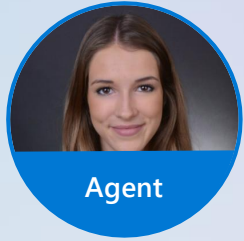
Describe it and get an answer generated by AI.

- The more specific you are, the better responses you'll get from Copilot.
- Or, use AI to identify the most recent customer problem and get a response.
- AI-generated content can have mistakes. Make sure it's accurate and appropriate. [Read preview terms](#)

Describe what you need

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





Microsoft Dynamics 365 Customer Service workspace

Home | Inbox | Sebastian Klensk

Communication Panel

Sebastian Klensk 00:04:42 Neutral End

XV Xbox error codes Check this page for fixes and workarounds with Xbox error codes: <https://support.xbox.com/en-US/help/subscriptions-billing/browse>

XV Did this solve your problem?

XBOX Virtual Agent - 08:30:16

CU No

Customer - 08:30:22

XV Sorry I wasn't able to help better. Would you like to talk to a human agent or to try rephrasing?

XBOX Virtual Agent - 08:30:24

CU Talk to an agent

Customer - 08:30:40

XV Customer would like to talk to an agent.

Internal message - XBOX Virtual Agent - 08:30:42

Hi Sebastian, this is Klara from Xbox Support Team. As I can see you have some trouble with your Xbox. Happy to assist you!

Sent - 08:33:10

Conversation Summary Summarized 2 min ago

The customer is experiencing an error code (80169D3A) on their Xbox while playing Flight Simulator, which is preventing them from starting any other Gamepass games. The virtual agent suggests checking a webpage for fixes and workarounds for Xbox error codes, but it doesn't solve the problem. The customer then requests to speak to a human agent, and Klara from the Xbox Support Team introduces herself and offers assistance.

Copy AI generated

Type your public message ...

Sebastian Klensk: Chat - Saved Conversation

Save Refresh Copy URL

Details Related

Customer 360° Profile

Sebastian Klensk flightsimulatorpilot#2000

XBOX WINDOWS SURFACE

CSAT 91% AVG ANN. SPEND 3.500 € CLV 11.5K €

HIGH VALUE GAME PASS REWARDS

ULTIMATE

Contact Sebastian Klensk

Email sebastian.klenk@microsoftest

Mobile Phone +4917798765432100

Consent given (4) Marketing

Preferred Method of Contact Email

Address 1 Walter-Gropius-Str. 5 Munich, I

Search issue Xbox Errorcode 80169D3A is...

Case Details Edit

Case Number CAS-01108-L1M8R2

Description The customer reached out to the Xbox virtual support agent regarding an error code (80169D3A) they encountered while playing Flight Simulator. The customer mentioned that they are unable to log in to any Gamepass game since then. The virtual agent provided a link to a page with fixes and workarounds for Xbox error codes but it did not solve the customer's problem. The customer then requested to talk to a human agent for further

Priority Normal

Status Reason In Progress

Recent Cases (3)

- Xbox Errorcode 80169D3A is s CAS-01108-L1M8R2 Normal In Progress
- Xbox Game Avatar - when av CAS-01106-D1P7X9 Normal Waiting for Details
- Want to use Copilot Windows CAS-01105-G5S0L6 Low Researching

Conversation details

Review suggested response (preview)

This suggestion is AI generated. Make sure it's accurate and appropriate before using it. Web searches are powered by Bing (preview). [Read preview terms](#)

Error code 80169D3A on Xbox usually indicates that there is an issue with your payment method. This error can occur when your subscription renewal charge fails. When this happens, you lose access to the subscription and its benefits. Here are the steps to fix this issue:

1. Sign in to the Microsoft account that contains your subscriptions.
2. Follow the on-screen instructions to

Send to customer

Add context and refresh

Customer is facing error code 80169D3A on his Xbox. Propose solution for this error.

Check sources ^

- [Xbox Gamepass - Lose access due to invalid ...](#)
- [Xbox Gamepass - How to update payment o...](#)
- [Find your error code | Xbox Support](#)
- [Xbox Gamepass - Get help with purchase err...](#)
- [Troubleshoot system updates on Xbox | Xbox...](#)

Communication Panel

Sebastian Klensk 00:15:35 Neutral End

We're translating to English in real-time. Press the Xbox button on your controller and go to Profile & system > Settings. Select Account > Subscriptions, choose your subscription, and then follow the on-screen steps to cancel. Let me know if this helps.

Sent - 08:39:33

CU: Kannst du mir das auch auf deutsch senden?

CU: Can you also send me this in German?

Kannst du mir das auch auf deutsch senden?

Customer - 08:41:19

Of course

Natürlich

One moment please

Einen Moment bitte

Sent - 08:41:45

Conversation Summary Summarized 0 min ago

The customer is experiencing error code 80169D3A on their Xbox while playing Flight Simulator. They are unable to start any other Gamepass games. The virtual agent suggests checking the Xbox error codes page for fixes, but it doesn't solve the problem. The customer requests to talk to a human agent. Klara from the Xbox Support Team responds and explains that error code 80169D3A indicates an issue with the payment method for the subscription. Klara provides steps to fix the issue, including designating another payment option and canceling the subscription if

Copy AI generated

Type your public message ...

Sebastian Klensk: Chat - Saved Conversation

Default messaging queue 11/9/2023 8:30 AM Started On

Details Related

Customer 360° Profile

Sebastian Klensk flightsimulatorpilot#2000

XBOX WINDOWS SURFACE

CSAT 91% AVG ANN. SPEND 3.500 € CLV 11.5K €

HIGH VALUE GAME PASS ULTIMATE REWARDS

Search customer Sebastian Klensk

Contact Sebastian Klensk

Email sebastian.klensk@microsofttest.com

Mobile Phone +4917798765432100

Consent given (4) Marketing

Preferred Method of Contact

Email

Address 1 Walter-Gropius-Str. 5 Munich, BY

Payment Information

EXPIRED AIR BANK

1234 4567 8910 0101

08/23 SEBASTIAN KLENK

Search issue Xbox Errorcode 80169D3A

Case Details Edit

Case Number CAS-01108-L1M8R2

Description The customer reached out to the Xbox virtual support agent regarding an error code (80169D3A) they encountered while playing Flight Simulator. The customer mentioned that they are unable to log in to any Gamepass game since then. The virtual agent provided a link to a page with fixes and workarounds for Xbox error codes but it did not solve the customer's problem. The customer

Priority Normal

Status Reason In Progress

Recent Cases (3)

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- Xbox Game Avatar - when available with Gamepass? CAS-01106-D1P7X9 Normal Waiting for Details
- Want to use Copilot Windows 11 CAS-01105-G5S0L6 Low Researching

Conversation details

Timeline

Search timeline

Enter a note...

Recent

Modified on: 8:31 AM

Live chat from: Sebastian Klensk Active

Xbox Errorcode 80169D3A is shown

View more

Case: Xbox Errorcode 80169D3A is shown

Modified on: 8:29 AM

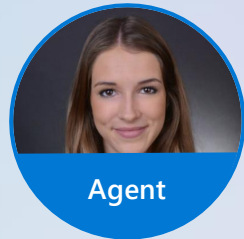
Live chat from: Sebastian Klensk Closed

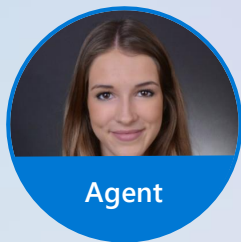
Xbox Errorcode 80169D3A is shown

View more

Transcript disabled. Widen the window to view.

Case: Xbox Errorcode 80169D3A is shown





Microsoft Dynamics 365 Customer Service workspace

Sebastian Klensk

Communication Panel

Sebastian Klensk 00:08:29 Neutral End

I understand you're facing Errorcode 80169D3A on your Xbox. Let me check what the root cause could be.

Error code 80169D3A on Xbox usually indicates that there is an issue with your payment method. This error can occur when your subscription renewal charge fails. When this happens, you lose access to the subscription and its benefits. Here are the steps to fix this issue:

1. Sign in to the Microsoft account that contains your subscriptions.
2. Follow the on-screen instructions to designate another payment option for your subscription to pay the past-due balance.
3. If you purchased other Microsoft services with the same credit card, those services may also be affected. If you still face the issue, you can cancel your subscription from your console. Press the Xbox button on your controller and go to Profile & system > Settings. Select Account > Subscriptions, choose your subscription, and then follow the on-screen steps to cancel. Let me know if this helps.

Sent - 08:39:33

Conversation Summary Summarized 6 min ago

The customer is experiencing an error code (80169D3A) on their Xbox while playing Flight Simulator, which is preventing them from starting any other Gamepass games. The virtual agent suggests checking a webpage for fixes and workarounds for Xbox error codes, but it doesn't solve the problem. The customer then requests to speak to a human agent, and Klara from the Xbox Support Team introduces herself and offers assistance.

Copy AI generated

Type your public message ...

Sebastian Klensk: Chat - Saved

Default messaging queue Queue 11/9/2023 8:30 AM Started On

Details Related

Customer 360° Profile

Sebastian Klensk flightsimulatorpilot#2000

XBOX WINDOWS SURFACE

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HIGH VALUE GAME PASS REWARDS

Search customer Sebastian Klensk

Contact Sebastian Klensk

Email sebastian.klensk@microsofttest.com

Mobile Phone +4917798765432100

Consent given (4) Marketing

Preferred Method of Contact Email

Address 1 Walter-Gropius-Str. 5 Munich, BY

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Case Details Edit

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Priority Normal

Status Reason In Progress

Recent Cases (3)

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- Xbox Game Avatar - when available w CAS-01106-D1P7X9 Normal Waiting for Details
- Want to use Copilot Windows 11 CAS-01105-G5S0L6 Low Researching

Conversation details

Copilot (preview) Get AI-powered help with solving customer issues. Ask a question Write an email

Review suggested response (preview) X

This suggestion is AI generated. Make sure it's accurate and appropriate before using it. Web searches are powered by Bing (preview). [Read preview terms](#)

Der Fehlercode 80169D3A tritt normalerweise auf, wenn es ein Problem mit Ihrer Zahlungsmethode gibt oder wenn Ihr Abonnement abgelaufen ist. Um dieses Problem zu beheben, können Sie die folgenden Schritte ausprobieren:

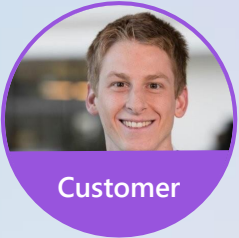
1. Überprüfen Sie, ob Ihre Zahlungsmethode auf dem neuesten Stand ist und über ausreichende Mittel verfügt.

Send to customer

Add context and refresh

Propose a solution to fix errorcode 80169D3A on Xbox. [Answer in german.](#)

Check sources



From agents to super agents...

Results of internal use of Copilot and Dynamics 365 Customer Service among Microsoft commercial business support engineers.

Agent success



Already in love with Copilot.
Using this to answer couple of my teammates' customer related queries!



Findings



In one support business, **10% of cases** that normally require collaboration with peers were **resolved independently**



For low-severity chat cases in one area of our commercial support business, **average handling time decreased 12%**



Organized, updated knowledge sources in Copilot improved agent productivity and **improved average handling time by 12-16%** in some areas

Global success transforming customer service



Trusted by
95% of
the top 20
financial institutions



Trusted by
more
than half
of the top retailers

Trusted by
9 of the
top 10
telcos worldwide





INDUSTRIAL CARGO TRANSPORT



With a "360-degree view of the customer" Lufthansa Cargo seamlessly manages record-breaking growth

SITUATION

As one of the world's leading companies in airfreight transportation, Lufthansa Cargo provides transport service with speed, efficiency, and care. The organization **wanted a unified system that allowed for greater collaboration and intelligent customer insights.**

SOLUTION

Lufthansa Cargo **developed oneCRM, a custom sales and customer service platform built on Microsoft Dynamics 365** – including Dynamics 365 Customer Service.

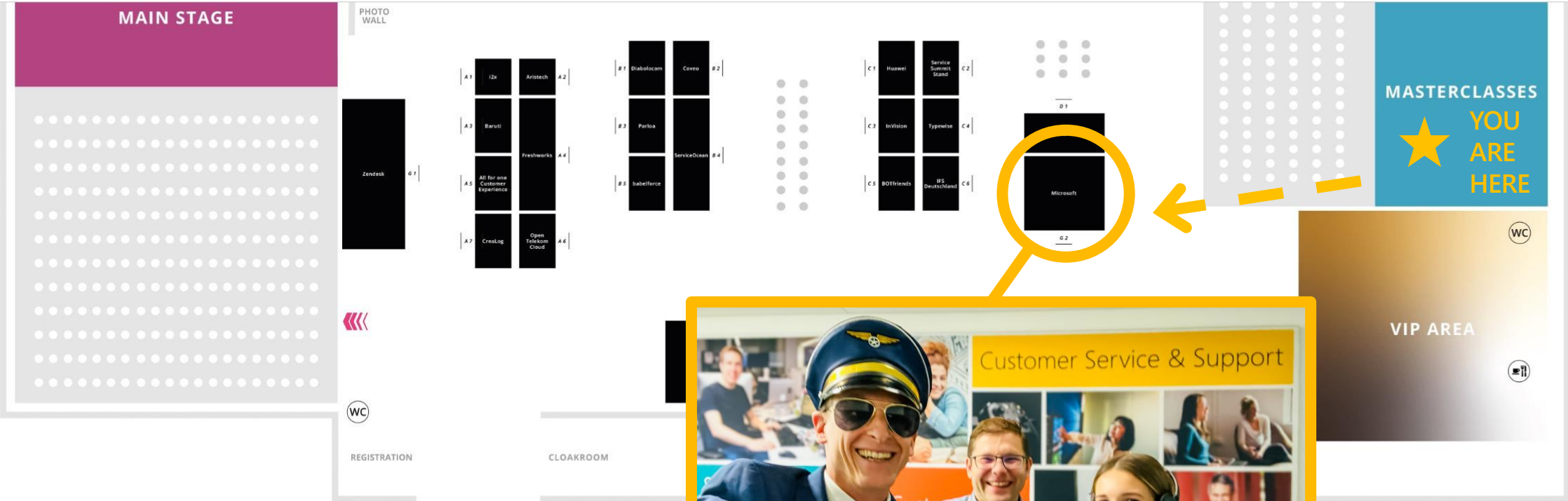
IMPACT

With oneCRM, sales and customer service teams have **centralized access to information, data, and proactive suggestions** making it easier for the organization **to provide standout sales and service to its customers – and decreased operating cost by 30% across the entire CRM solution.**

Come visit us at the Microsoft Booth!

Learn more about how Microsoft can help you modernize your customer service.

Standplan



ENTRANCE



 Microsoft Dynamics 365

