

Multilingual Voice Agents

in Dynamics 365
Contact Center

Lower TCO

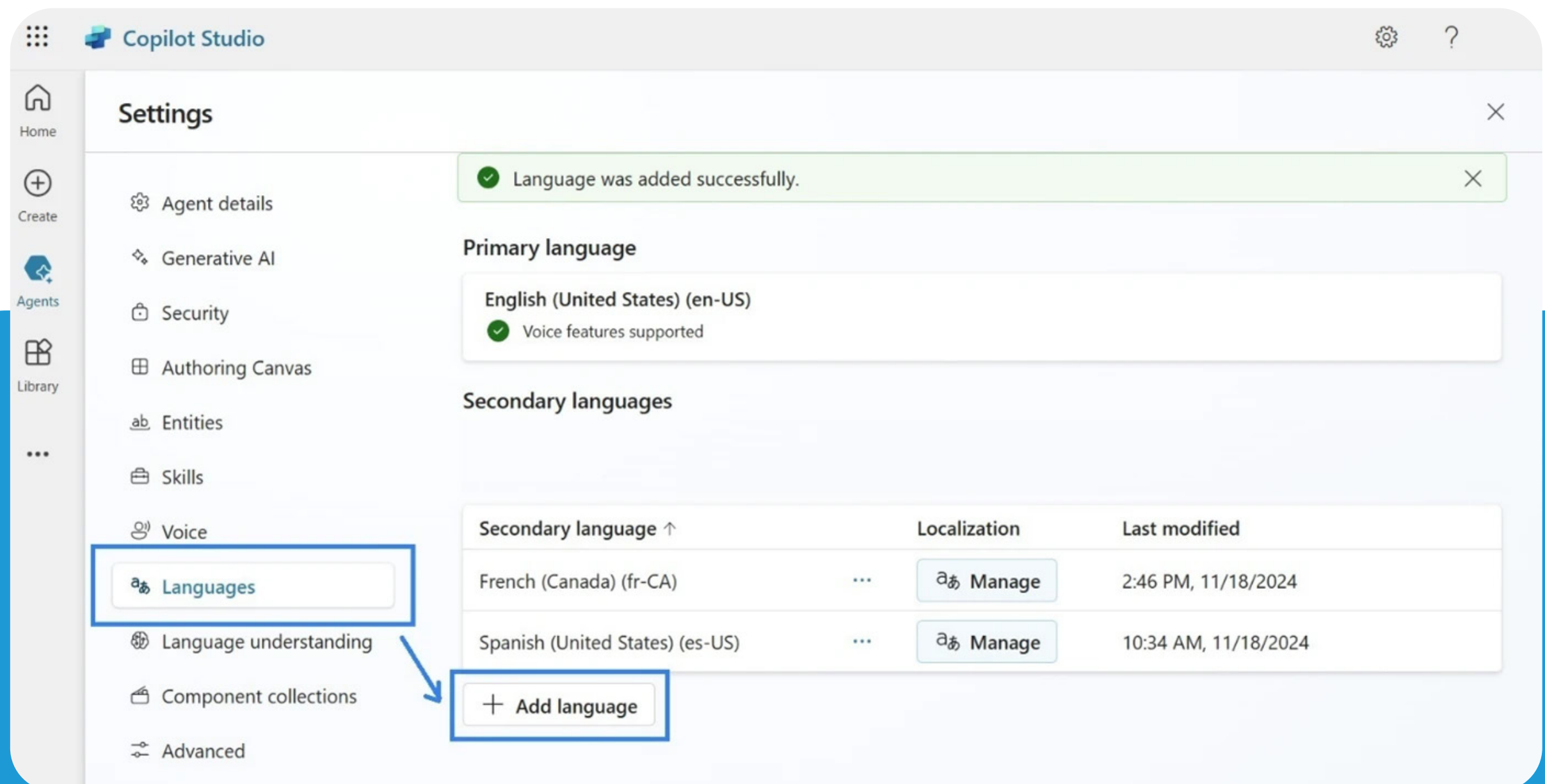
Centralized updates reduce complexity and costs.

Faster Rollouts

Deploy updates to all languages simultaneously.

Better CX

Customers can switch languages mid-call for a personalized experience.



Key Features of Multilingual Voice Agents

01

Mid-call Language Switch

Change languages based on customer input.

03

Escalation to a Service Representative

Seamless routing to agents fluent in the customer's language.

02

Language Based on Dialed Number

Automatically start calls in the preferred language.

04

Streamlining the Experience

Simplify operations with one bot for all languages.

**Simplify your contact center with
Dynamics 365 and DynaTech Systems.**

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