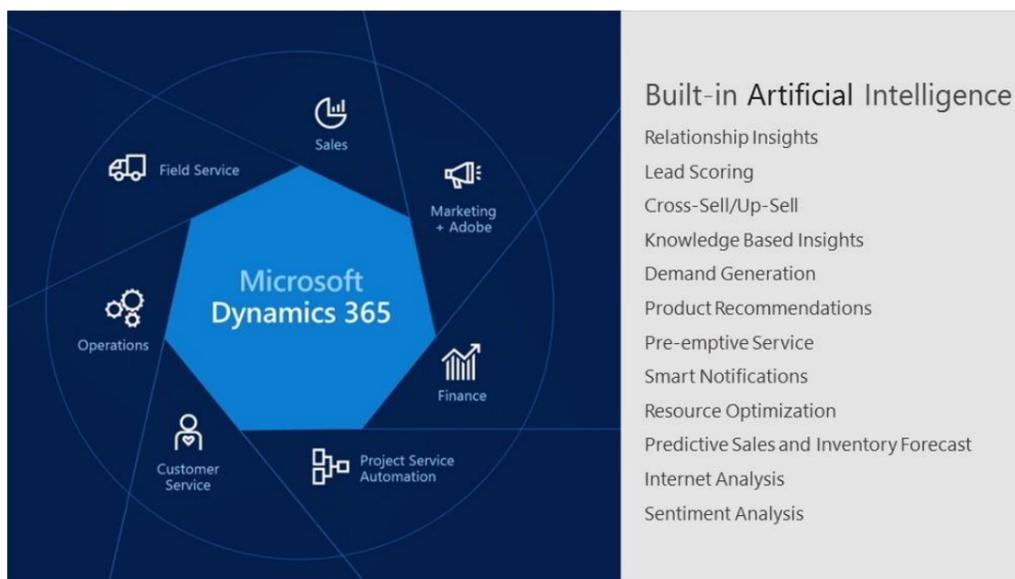


Dear Readers,

Artificial Intelligence (AI), Big Data, Machine Learning, Bots - these terms have become buzzwords in the tech community and are becoming part of our everyday lives, whether we are paying attention to it or not.

Dynamics 365 tears down the traditional silos of CRM and ERP and reimagines business applications as modern, unified, intelligent and adaptable solutions that are integrated with Office 365 and natively built on Microsoft Azure. Recently, Microsoft has launched a set of AI applications for its Dynamics 365 customers. These new applications deliver out-of-the-box insights by infusing the unified data with AI to empower organisations to take informed actions.



The initial three applications are for sales, customer service and market insights:

- [Dynamics 365 AI for Sales](#) provides actionable insights to drive personalised engagement, proactive decision-making, and quicker actions.
- [Dynamics 365 AI for Customer Service](#) provides practical insights into critical performance metrics and emerging trends and the ability to use bots to quickly resolve support issues.
- [Dynamics 365 AI for Market Insights](#) aims to help marketing and social media teams by providing social and web insights to better understand brands, customers, and competitors.

Whether yours is a small business or a large enterprise, don't dismiss AI as something that is a fad. It is very much here to stay and evolve businesses for good.

To know more about how Dynamics 365 is transforming businesses, [get in touch](#) with our experts.

Factory of the Future

The factory of the future means going beyond the walls of production to transform the entire connected manufacturing ecosystem. Connected intelligent machines and IT systems provide continuous insights, enabling manufacturing leaders to make better informed decisions with objective, up-to-date market data; manage inventory in near-real time; and [Read More](#)

Microsoft solutions for Discrete Manufacturing

Transform your products, develop new business models, and revenue streams. Built with the latest technologies, including artificial intelligence, immersive human-machine interaction, cognitive services and bot frameworks Microsoft solutions empower your organization to harness these transformative technologies to enable smart factories, [Read More](#)

What's New:

[Dynamics 365 AI for Sales demo](#)

See how sellers benefit from AI-driven insights

[Watch Video](#)

[Empowering the modern Seller with Dynamics 365](#)

Learn how to create a positive customer sales experience and increase revenue.

[Download the e-book](#)

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[Power BI is not a Reporting tool: it's Business Intelligence!](#)

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Intech Systems is a consulting, implementation and support partner for Microsoft Dynamics Business Solutions for 15+ years and a Microsoft Dynamics ERP **GOLD** Partner, with offices in Ahmedabad and Pune. Intech specializes in Microsoft Dynamics 365, AX, NAV, CRM, Microsoft Azure and Power BI, that help you streamline your business processes, engage your employees and customers, and accelerate your business transformation.

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