MB-230T01: Implement customer service solutions using Microsoft Dynamics 365 Customer Service

Course Description

Microsoft Dynamics 365 Customer Service offers any organization an opportunity for customer success. Using tools such as automatic case creation and queue management frees up your time to dedicate it where you can have a greater impact, directly with your customers. Join our team of globally recognized experts as they take you step by step from creating cases to interacting with customers to resolving those cases. Once you've resolved those cases you can learn from data analysis the key details to help you resolve similar cases faster or avoid new issues altogether.

Course Duration

4 days

Prerequisites

- Basic knowledge of Dynamics 365 Customer Service
- Understanding of customer service processes, including cases, queues, routing, and service-level agreements (SLAs)

Course Outline

- Transform service delivery with AI in Dynamics 365
- Manage cases with Copilot Service workspace
- Manage case workloads with Dynamics 365 Customer Service queues
- Work with service-level agreements in Dynamics 365 Customer Service
- Create and manage entitlements in Microsoft Dynamics 365 Customer Service
- Configure knowledge management in Dynamics 365 Customer Service and Contact Center
- Search and filter knowledge articles by using Dynamics 365 Customer Service
- Use knowledge articles to resolve Dynamics 365 Customer Service cases
- Set up unified routing in Dynamics 365 Customer Service
- Configure work classification and assignment in Dynamics 365 Customer Service
- Use skill-based routing in Dynamics 365 Customer Service
- Configure AI for case management in Dynamics 365 Customer Service
- Configure experience profiles in Dynamics 365 Customer Service
- Configure scripts, macros, and productivity tools in Dynamics 365 Customer Service
- Collaborate with Microsoft Teams in Dynamics 365 Customer Service
- Support customers across engagement channels in Dynamics 365 Customer Service
- Handle conversations in Copilot Service workspace
- Configure reliable email intake in Dynamics 365 Customer Service
- Create custom apps for Dynamics 365 Customer Service
- Analyze Dynamics 365 Customer Service with reports and dashboards
- Capture customer feedback with Dynamics 365 Customer Voice

Who Should Attend

A Dynamics 365 Customer Engagement Functional Consultant is responsible for performing discovery, capturing requirements, engaging subject matter experts and stakeholders, translating requirements, and configuring the solution and applications. The Functional Consultant implements a solution using out of the box capabilities, codeless extensibility, application and service integrations.