

AB-250T00: Transform contact center experiences with AI in Dynamics 365

Course Description

This course teaches learners how to configure and operate an intelligent contact center using Microsoft contact center capabilities and integrated AI features. Learners focus on deploying and configuring contact center environments, including embedded and standalone modes, connecting data sources and third-party Contact Center as a Service (CCaaS) solutions, and enabling Copilot and agent capabilities that enhance the customer and agent experience. The course emphasizes understanding how channels, users, and security settings work together to support scalable and efficient customer engagement.

Course Duration

3 days

Course Outline

- Introduction to implementing Dynamics 365 Contact Center
- Configure Dynamics 365 Contact Center core capabilities
- Configure queues in Dynamics 365 Contact Center
- Configure routing in Dynamics 365 Contact Center
- Configure chat and digital channels in Dynamics 365 Contact Center
- Configure the voice channel in Dynamics 365 Contact Center
- Configure advanced settings for channels in Dynamics 365 Contact Center
- Design and deploy intelligent voice agents in Dynamics 365 Contact Center
- Optimize staffing with workforce management in Dynamics 365 Contact Center
- Tailor the agent workspace with experience profiles in Dynamics 365 Contact Center
- Accelerate service delivery with productivity tools in Dynamics 365 Contact Center
- Configure knowledge management in Dynamics 365 Customer Service and Contact Center
- Configure AI agents and Copilot in Dynamics 365 Contact Center
- Manage contact center operations with supervisor tools in Dynamics 365 Contact Center
- Reach customers first with proactive engagement in Dynamics 365 Contact Center
- Unlock insights with analytics and reporting in Dynamics 365 Contact Center

Who Should Attend

This course is intended for implementation professionals who are responsible for designing, configuring, and deploying contact center solutions and want to deepen their skills at the intermediate level. It is designed for learners who already understand basic contact center concepts and are ready to learn how to configure channels, users, security, work distribution, routing strategies, and AI-assisted capabilities in real-world implementations. Learners use this course to build confidence in configuring scalable, intelligent contact center solutions that support agent productivity, customer engagement, and supervisor oversight across voice and digital channels.