

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

ID AB-250T00 **Price** CHF 1,890.—(excl. VAT) **Duration** 3 days

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.

This course is part of the following Certifications

Microsoft Certified: Dynamics 365 Contact Center AI Engineer Associate (beta) (DCCAIEA)

Course Content

Implement an AI-powered contact center with Dynamics 365

- 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 channels 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

Empower customer service representatives in Dynamics 365 Contact Center

- Optimize staffing with workforce management in Dynamics

365 Contact Center

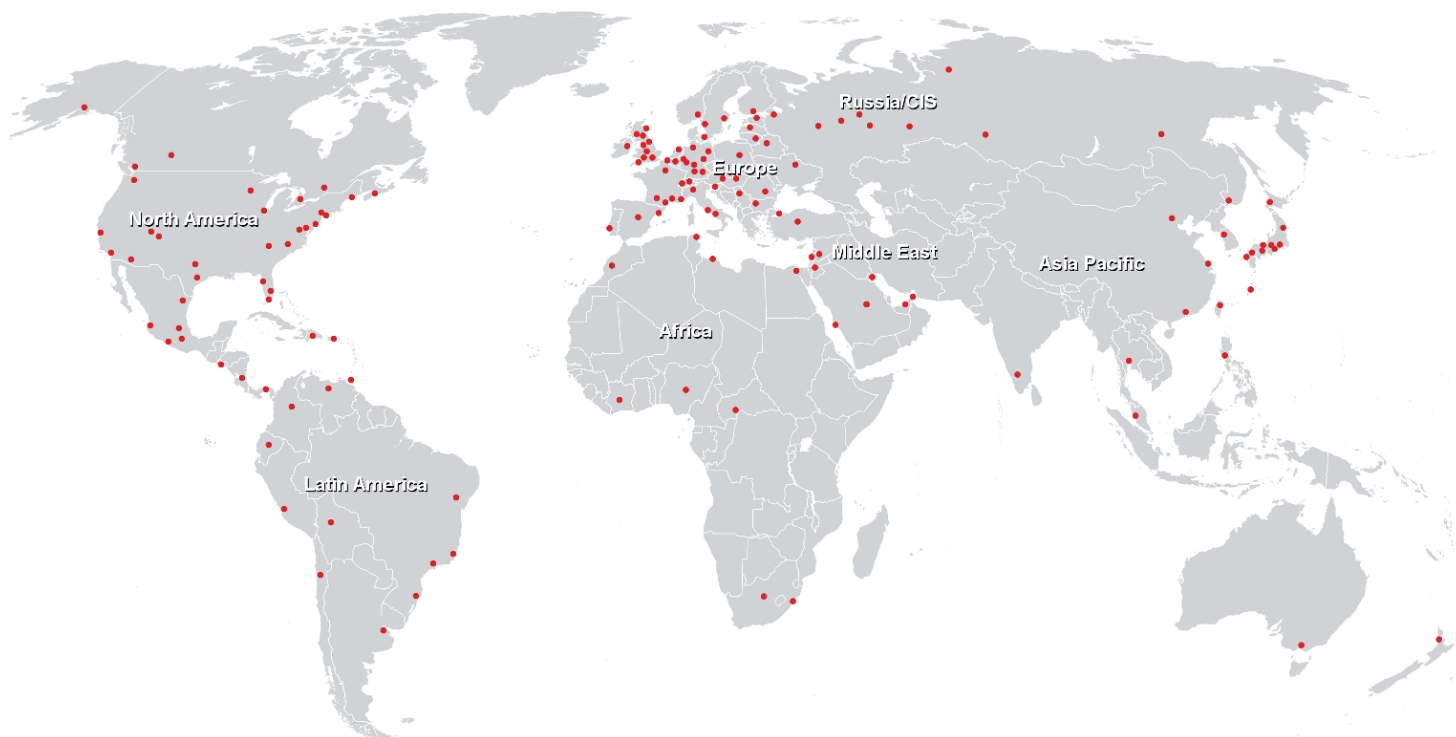
- Tailor the agent workspace with experience profiles in Dynamics 365 Contact Center
- Accelerate service delivery with productivity tools in Dynamics 365 Contact Center
- Configure knowledge management in Dynamics 365 Customer Service and Contact Center
- Configure AI agents and Copilot in Dynamics 365 Contact Center

Monitor and optimize Dynamics 365 Contact Center with AI-driven insights

- 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

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Training Centres worldwide



Fast Lane Institute for Knowledge Transfer (Switzerland) AG

Husacherstrasse 3
CH-8304 Wallisellen
Tel. +41 44 832 50 80

info@flane.ch, <https://www.flane.ch>