

# Implement customer service solutions using Microsoft Dynamics 365 Customer Service (MB-230T01)

**ID** MB-230T01 **Price** CHF 3,380.—(excl. VAT) **Duration** 4 days

## 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.

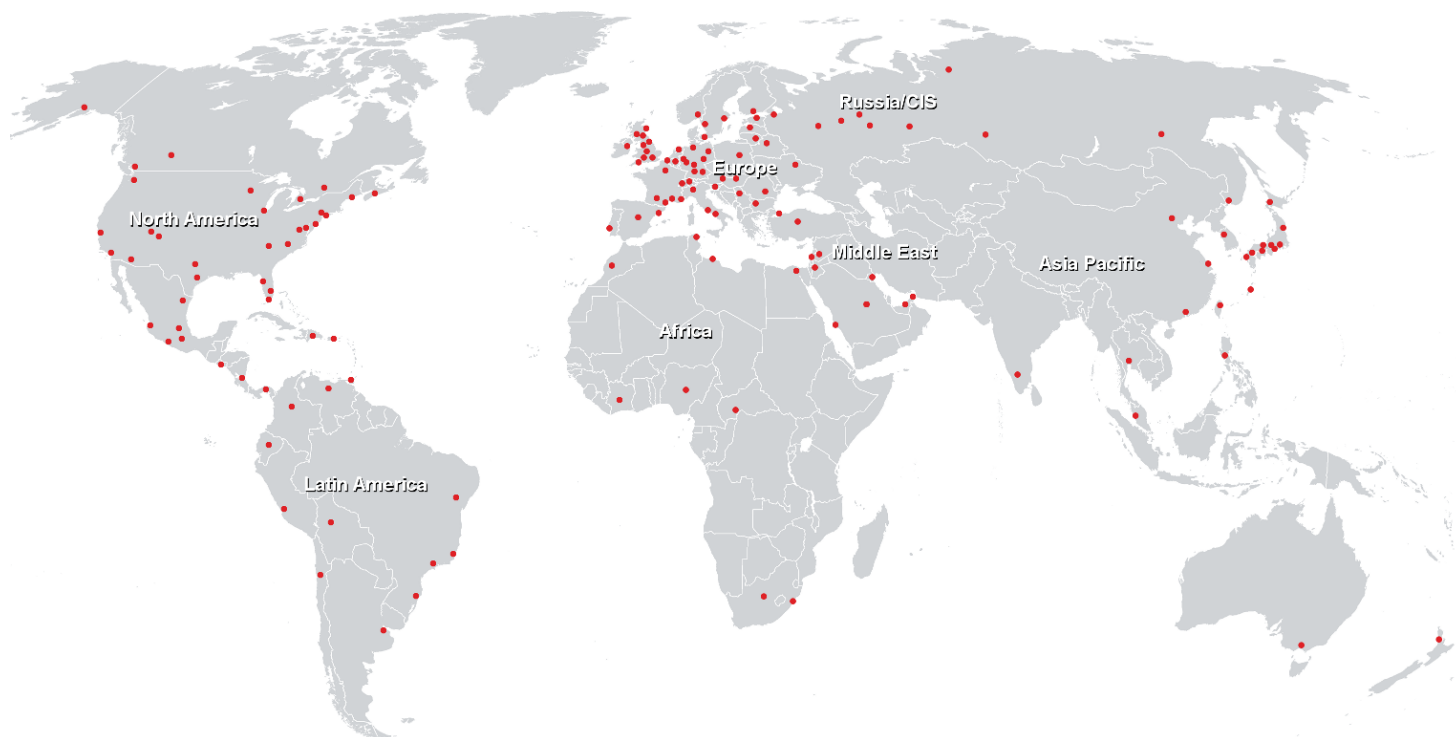
## This course is part of the following Certifications

Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate (MDCSFCA)

## Course Content

- Work with cases in Dynamics 365 Customer Service
- Work with entitlements and service level agreements in Dynamics 365 Customer Service
- Work with Knowledge Management Solutions in Dynamics 365 Customer Service
- Help service reps be more productive in Dynamics 365 Customer Service
- Route and distribute work in Dynamics 365 Customer Service
- Connect and engage with customers with Omnichannel for Dynamics 365 Customer Service
- Create surveys with Dynamics 365 Customer Voice
- Get started with Dynamics 365 Customer Service scheduling
- Work with Customer Service Insights

## Training Centres worldwide



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