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 (MCDCSFCA)

Course Content

Work with cases in Dynamics 365 Customer Service

- Get started with Dynamics 365 Customer Service
- Managing cases with Dynamics 365 Customer Service Hub
- Manage cases with Dynamics 365 Customer Service workspace
- Use Microsoft Dynamics 365 Customer Service queues to manage case workloads
- Service representative collaboration in Dynamics 365 Customer Service
- Configure Copilot in Dynamics 365 Customer Service
- Create or update records automatically in Customer Service Hub

Work with entitlements and service level agreements in Dynamics 365 Customer Service

- Work with service-level agreements in Dynamics 365 Customer Service
- Create and manage entitlements in Microsoft Dynamics 365 Customer Service

Work with Knowledge Management Solutions in 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

Help service reps be more productive in Dynamics 365 Customer Service

- Create custom experiences for service representatives with agent experience profiles in Customer Service
- Enhance representative productivity with Customer Service workspace
- Manage cases with Dynamics 365 Customer Service workspace
- Enhance service representative productivity and personalization in Omnichannel for Customer Service
- Enhance service representative productivity and personalization in Customer Service Hub
- Get started with Dynamics 365 Productivity Tools
- Create smart assist solutions in Contact Center for Dynamics 365 Customer Service

Route and distribute work in Dynamics 365 Customer Service

- Get started with unified routing for Dynamics 365 Customer Service
- Route and distribute work with unified routing in Dynamics 365 Customer Service
- Use skill-based routing in Dynamics 365 Customer Service
- Entity record routing with Omnichannel for Dynamics 365 Customer Service

Connect and engage with customers with Omnichannel for Dynamics 365 Customer Service

- Get started with Omnichannel for Customer Service
- Deploy chat widgets with Omnichannel for Dynamics 365 Customer Service
- Deploy a Voice channel in Dynamics 365 Customer Service
- Deploy an SMS channel in Omnichannel for Dynamics 365 Customer Service
- Deploy social messaging channels in Omnichannel for Dynamics 365 Customer Service
- Set up Apple Message for Business and Google Business

Messages as channels in Dynamics 365 Customer Service
- Integrate an agent for Contact Center and Dynamics 365 Customer Service

Create surveys with Dynamics 365 Customer Voice

- Create a survey project with Dynamics 365 Customer Voice
- Create customer surveys with Dynamics 365 Customer Voice
- Send Dynamics 365 Customer Voice surveys
- Automate Dynamics 365 Customer Voice surveys with Power Automate
- Embed surveys in your website with Dynamics 365 Customer Voice
- Create customer Power BI reports in Dynamics 365 Customer Voice

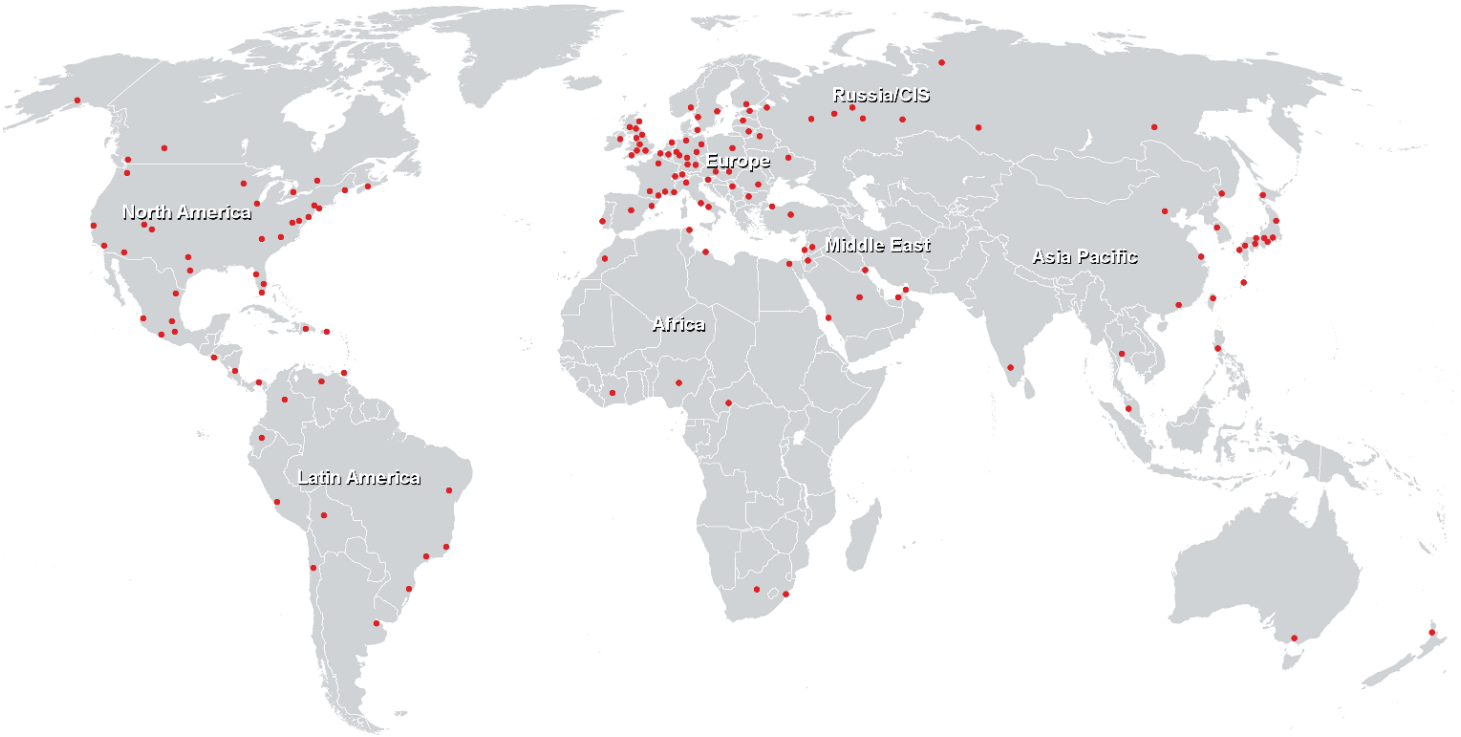
Get started with Dynamics 365 Customer Service scheduling

- Set up Customer Service scheduling
- Schedule services with Customer Service scheduling

Work with Customer Service Insights

- Get started with Customer Service Insights
- Create visualizations for Dynamics 365 Customer Service

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