Training: Microsoft

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

Microsoft Partner

TRAINING GOALS:

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. Learn 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.

Audience Profile:
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.

CONSPECT:

- Manage cases in Dynamics 365 Customer Service
  - Module 1: Manage cases with Dynamics 365 Customer Service
  - Module 2: Create and manage case queues
  - Module 3: Create and manage service-level agreements (SLAs)
  - Module 4: Use entitlements to control customer service terms
  - Module 5: Manage knowledge articles in Dynamics 365 Customer Service
- Manage service scheduling in Dynamics 365 Customer Service
  - Module 1: Manage service scheduling in Dynamics 365 Customer Service
  - Module 2: Manage resource scheduling
  - Module 3: Define and manage customer service schedules
  - Module 4: Configure service scheduling entities
- Manage analytics, Customer Service workspaces, and Omnichannel for Dynamics 365 Customer Service
  - Module 1: Manage Customer Service analytics and diagnostics

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- Module 2: Manage Customer Service workspaces
- Module 3: Manage Omnichannel for Dynamics 365 Customer Service
- Module 4: Manage routing and work distribution in Customer Service

- Manage customer service settings in Dynamics 365 Customer Service
  - Module 1: Create and manage customer service settings
  - Module 2: Manage customer service security and user management
  - Module 3: Manage service-level agreements (SLAs)
  - Module 4: Manage Customer Service rules and automation

REQUIREMENTS:

Familiarity with Dynamics 365 applications and customer service processes.

Difficulty level



CERTIFICATE:

The participants will obtain certificates signed by Microsoft (course completion). This course will help prepare you for the **Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate** certification, which is available through the Pearson VUE test centers.

TRAINER:

Microsoft Certified Trainer (MCT)

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