Training: Microsoft

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

Microsoft Partner

TRAINING GOALS:

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 CCaaS solutions, and enabling Copilot and agent capabilities.

Audience Profile:
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.

CONSPECT:

- Implement an AI-powered contact center with Dynamics 365
  - Module 1: Introduction to implementing Dynamics 365 Contact Center
  - Module 2: Configure Dynamics 365 Contact Center core capabilities
  - Module 3: Configure queues in Dynamics 365 Contact Center
  - Module 4: Configure routing in Dynamics 365 Contact Center
- Configure channels in Dynamics 365 Contact Center
  - Module 1: Configure chat and digital channels in Dynamics 365 Contact Center
  - Module 2: Configure the voice channel in Dynamics 365 Contact Center
  - Module 3: Configure advanced settings for channels in Dynamics 365 Contact Center
  - Module 4: Design and deploy intelligent voice agents in Dynamics 365 Contact Center
- Empower customer service representatives in Dynamics 365 Contact Center
  - Module 1: Optimize staffing with workforce management in Dynamics 365 Contact Center
  - Module 2: Tailor the agent workspace with experience profiles in Dynamics 365 Contact Center
  - Module 3: Accelerate service delivery with productivity tools in Dynamics 365 Contact Center
  - Module 4: Configure knowledge management in Dynamics 365 Customer Service and Contact Center

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- Module 5: Configure AI agents and Copilot in Dynamics 365 Contact Center

- Monitor and optimize Dynamics 365 Contact Center with AI-driven insights
  - Module 1: Manage contact center operations with supervisor tools in Dynamics 365 Contact Center
  - Module 2: Reach customers first with proactive engagement in Dynamics 365 Contact Center
  - Module 3: Unlock insights with analytics and reporting in Dynamics 365 Contact Center

REQUIREMENTS:

No prerequisites specified at the course level. Individual learning paths suggest experience with Copilot Service admin center, workstreams, queues, and security roles.

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 Contact Center AI Engineer Associate (beta)** certification, which is available through the Pearson VUE test centers.

TRAINER:

Microsoft Certified Trainer (MCT)

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