Training: Microsoft

AB-7011: Introduction to navigating the modern Contact Center

Microsoft Partner

TRAINING GOALS:

This course introduces Microsoft Dynamics 365 Contact Center, focusing on its core features and user experiences. Participants will gain an understanding of the platform's work allocation capabilities, learn how conversations are efficiently routed, and explore the day-to-day workflows of both Contact Center representatives and supervisors.

Audience Profile:
This course is intended for you if you're seeking to start your journey using Contact Center as a Service (CCaaS). It is ideal for those looking to understand how CCaaS can benefit their organization.

CONSPECT:

- Introduction to navigating the modern Contact Center
  - Module 1: Explore Dynamics 365 Contact Center
  - Module 2: Describe work allocation capabilities
  - Module 3: Describe Dynamics 365 Contact Center representative experience
  - Module 4: Describe Dynamics 365 Contact Center supervisor experience

Difficulty level



CERTIFICATE:

The participants will obtain certificates signed by Microsoft (course completion). This course is not directly mapped to a Microsoft certification exam.

TRAINER:

Microsoft Certified Trainer (MCT)

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