



GTech Learn

"Our focus is your Success"



Course Contents

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

Duration: 3 Days	Level: Intermediate	Role: Business Analyst
Certification: Available	Public Schedules: View Dates	Private Delivery: Reach Us

What's included?

- ✓ Learn from Microsoft Certified Trainer (MCT's)
- ✓ 24x7 Lab Access
- ✓ Official Courseware
- ✓ Exam Preps / Practice Tests
- ✓ Badges & Completion Certificate
- ✓ Discounted Exam Vouchers



Business Applications

Training Services

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Overview

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 Contact Center as a Service (CCaaS) solution, and enabling Copilot and agent capabilities that enhance the customer and agent experience. The course emphasizes understanding how channels, users, and security settings work together to support scalable and efficient customer engagement.

Audience Profile

This course is intended for implementation by professionals who are responsible for designing, configuring, and deploying contact center solutions and want to deepen their skills at the intermediate level. It is designed for learners who already understand basic contact center concepts and are ready to learn how to configure channels, users, security, work distribution, routing strategies, and AI-assisted capabilities in real-world implementations. Learners use this course to build confidence in configuring scalable, intelligent contact center solutions that support agent productivity, customer engagement, and supervisor oversight across voice and digital channels.

Contents

Learning Path 1: Implement an AI-powered contact center with Dynamics 365

- Introduction to implementing Dynamics 365 Contact Center
- Configure Dynamics 365 Contact Center core capabilities
- Configure queues in Dynamics 365 Contact Center
- Configure routing in Dynamics 365 Contact Center

Learning Path 2: Configure channels in Dynamics 365 Contact Center

- Configure chat & digital channels
- Configure the voice channel
- Configure advanced channel settings
- Design and deploy intelligent voice agents

Learning Path 3: Empower customer service representatives in Dynamics 365 Contact Center

- Optimize staffing with workforce management
- Tailor the agent workspace with experience profiles
- Accelerate service delivery with productivity tools
- Configure knowledge management
- Configure AI agents and Copilot in Dynamics 365 Contact Center

Learning Path 4: Monitor and optimize Dynamics 365 Contact Center with AI-driven insights

- Manage contact center operations with supervisor tools

- Reach customers first with proactive engagement
- Unlock insights with analytics and reporting

About GTech Learn

Established in 2011 in the USA, GTech Learn is one of the leading IT training organizations in North America & South East Asia. Driven by its unique USPs, GTech Learn is spurring competition, meeting the unmet needs of customers, assisting in skills upgrade, and supplementing talent pools with its presence in the USA, Canada, Singapore and India. This is consistent with our vision to help our Learners with skills upgrade for enhanced career opportunities.







As a Microsoft Learning Partner, we offer a broad range of learning solutions across the full Microsoft technology stack that can be customized.

Since 2011, GTech Learn has been developing custom-fit learning solutions that involve creating and delivering maximum results.

We have successfully helped all types of businesses, government entities, and individuals. For this reason, GTech has chosen by Microsoft to deliver comprehensive learning programs around the globe.

With flexible learning options, state-of-the-art delivery methods, numerous language preferences, experienced instructors, and complete dedication to our students, GTech Learn has the capabilities to help students develop their Microsoft skill sets and achieve increasingly high standards of productivity while organizations of all sizes realize the full potential of their technology investments.

Our Accreditations with Microsoft

 Security Training Services	 Modern Work Training Services	 Business Applications Training Services
 Infrastructure Azure Training Services	 Digital & App Innovation Azure Training Services	 Data & AI Azure Training Services