



GTech Learn

"Our focus is your Success"



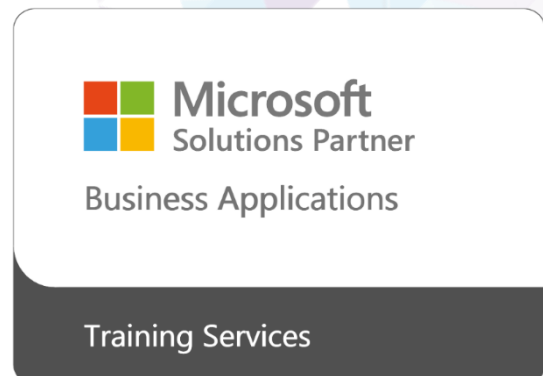
Course Contents

MB-230: Microsoft Dynamics 365 Customer Service

Duration: 4 Days	Level: Intermediate	Role: Functional Consultant
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



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Overview

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. Join our team of globally recognized experts as they take you step by step 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.

Contents

Learning Path 1: Case Management

- Get started with Dynamics 365 Customer Service
- Managing cases with Dynamics 365 Customer Service
- Use Microsoft Dynamics 365 Customer Service queues to manage case workloads
- Create or update records automatically in Customer Service Hub
- Unified routing in Dynamics 365 Customer Service

Learning Path 2: Entitlements & SLA's

- Entitlements
- Service Level Agreements

Learning Path 3: Knowledge Management

- Create knowledge management solutions in Dynamics 365 Customer Service
- Configure knowledge management article searching functionality
- Use knowledge articles to resolve Dynamics 365 Customer Service cases

Learning Path 4: Multi Session Experiences

- Enhance agent productivity with Customer Service workspace
- Create custom experiences for agents with the App profile manager in Customer Service

Learning Path 5: Routing

- Examine routing options available

- Basic routing
- Getting Started with Unified Routing

Learning Path 6: Omnichannel for Dynamics 365 Customer Service

- Get started with Omnichannel for Customer Service
- Configure message channels in Omnichannel for Customer Service
- Deploy chat widgets in Omnichannel for Customer Service

Learning Path 7: Customer Voice

- Create a survey project with Dynamics 365 Customer Voice
- Create surveys with Dynamics 365 Customer Voice
- Send Dynamics 365 Customer Voice surveys
- Automate Dynamics 365 Customer Voice surveys with Power Automate

Learning Path 8: Service Scheduling

- Configure Customer Service scheduling
- Schedule services with Customer Service scheduling

Learning Path 9: Analytics & Insights

- Get started with Customer Service Insights
- Create visualizations for Customer Service
- Omnichannel Insights

Learning Path 10: Connected Customer Service

- Get started with Connected Customer Service for Dynamics 365 and Azure IoT
- Register and manage devices with Connected Customer Service for Dynamics 365 and Azure IoT

Learning Path 11: Power Platform for Customer Service

- Create custom apps for Dynamics 365 Customer Service
- Integrate a Power Virtual Agents bot with Omnichannel for Customer Service

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