

Training: Microsoft
AB-6004: Introduction to service in Dynamics 365

Microsoft
Partner

TRAINING GOALS:

This course will teach you how to enhance and automate business processes using Dynamics 365 customer engagement apps, while incorporating native interconnectivity with Microsoft 365. You will also learn to support customers efficiently through AI-driven Dynamics 365 Customer Service, improve customer experience with AI-first omnichannel communication in Dynamics 365 Contact Center, and boost first-time resolution rates for on-site workers using AI-driven Dynamics 365 Field Service.

Audience Profile:

This course is tailored for professionals who aim to enhance and automate business processes using Dynamics 365 customer engagement apps, while leveraging native interconnectivity with Microsoft 365.

CONSPECT:

- Introduction to service in Dynamics 365
 - Module 1: Describe the foundations of Dynamics 365 customer engagement apps
 - Module 2: Explore self-service capabilities in Dynamics 365
 - Module 3: Explore case management in Dynamics 365 Contact Center
 - Module 4: Describe workforce management in Dynamics 365 Contact Center
 - Module 5: Utilize onsite service capabilities in Dynamics 365 Field Service
 - Module 6: Describe shared capabilities in Dynamics 365 customer engagement apps

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)