Dynamics 365 for customer engagement for customer service

Kód kurzu: MOC MB-230

Microsoft Dynamics 365 for Customer Service offers any organization an opportunity for customer success. Using tools such as automatic case creation and queue management frees up time to dedicate where a greater impact can be made, directly with customers.Our team of globally recognized experts take students step by step, from creating cases, to interacting with customers, to resolving those cases. Once those cases are resolved, students will learn from data analysis the key details to help 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.

Prerequisites

This course is designed for persons who are aspiring to the Microsoft 365 Enterprise Admin role and have completed one of the Microsoft 365 work load administrator certification paths.

Course outline

Module 1: Customer Service Overview

In this module students will learn the basics of customer service in Dynamics 365. Students will install and configure the application, as well as learn about security roles, related applications, and analytics.

Module 2: Case Management

In this module students will learn how to open and resolve customer service cases, both manually and with automation.

Module 3: Service Level Agreements and Entitlements

In this module students will learn how to define and use entitlements and entitlement templates, as well as service level agreements and how these tools enable case resolution.

Module 4: Knowledge Management

In this module students will learn how to create and use knowledge management. Additionally, students will learn the lifecycle of knowledge articles.

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