

MB-230T01-A (DYNAMICS 365 FOR CUSTOMER ENGAGEMENT FOR CUSTOMER SERVICE) 2022

Objetivo

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PÃºblico Alvo

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

PrÃ©-Requisitos

Prerequisites This course is designed for functional consultants working with Dynamics 365 Customer Service, or functional consultants who work with other Dynamics 365 apps who want to expand their knowledge of Customer Service.

Carga HorÃ¡ria

24 horas (3 dias).

ConteÃºdo ProgramÃ¡tico

Course outline

- Module 1: Work with cases in Dynamics 365 Customer Service
- Module 2: Work with entitlements and service level agreements in Dynamics 365 Customer Service
- Module 3: Work with Knowledge Management Solutions in Dynamics 365 Customer Service
- Module 4: Create surveys with Dynamics 365 Customer Voice
- Module 5: Get started with Dynamics 365 Customer Service scheduling
- Module 6: Help agents be more productive in Dynamics 365 Customer Service
- Module 7: Connect and engage with customers with Omnichannel for Dynamics 365 Customer Service
- Module 8: Work with Customer Service Insights
- Module 9: Use Connected Customer Service with Dynamics 365
- Module 10: Extend Dynamics 365 Customer Service

