

MDYN-39 - MOC MB-230T01 - MICROSOFT DYNAMICS 365 CUSTOMER SERVICE

Categoria: **Dynamics 365**

INFORMAZIONI SUL CORSO



Durata:
4 Giorni



Categoria:
Dynamics 365



Qualifica Istruttore:
Microsoft Certified
Trainer



Dedicato a:
Consulente Dynamics



Produttore:
Microsoft

OBIETTIVI

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.

PREREQUISITI

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.

CONTENUTI

Get started with Dynamics 365 Customer Service

Managing cases with Dynamics 365 Customer Service Hub

Use Microsoft Dynamics 365 Customer Service queues to manage case workloads

Create or update records automatically in Customer Service Hub

Get started with unified routing for Dynamics 365 Customer Service

Create and manage entitlements in Microsoft Dynamics 365 Customer Service

Create knowledge management solutions in Dynamics 365 Customer Service

Use knowledge articles to resolve Dynamics 365 Customer Service cases

Create a survey project with Dynamics 365 Customer Voice

Create customer surveys with Dynamics 365 Customer Voice

Send Dynamics 365 Customer Voice surveys

Automate Dynamics 365 Customer Voice surveys with Power Automate

Set up Customer Service scheduling

Schedule services with Customer Service scheduling

Enhance agent productivity with Customer Service workspace

Create custom experiences for agents with agent experience profiles in Customer Service

Get started with Omnichannel for Customer Service

Route and distribute work with unified routing in Dynamics 365 Customer Service

Deploy an SMS channel in Omnichannel for Dynamics 365 Customer Service

Deploy chat widgets with Omnichannel for Dynamics 365 Customer Service

Create smart assist solutions in Omnichannel for Dynamics 365 Customer Service

Get started with Customer Service Insights

Create visualizations for Dynamics 365 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

Create custom apps for Dynamics 365 Customer Service

Integrate a Power Virtual Agents bot with Omnichannel for Customer Service

INFO

Esame: MB-230 - Microsoft Dynamics 365 Customer Service Functional Consultant

Materiale didattico: Materiale didattico ufficiale Microsoft in formato digitale

Costo materiale didattico: incluso nel prezzo del corso a Calendario

Natura del corso: Operativo (previsti lab su PC)