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

Categoria: **Dynamics 365**

INFORMAZIONI SUL CORSO

Durata:	Categoria:	Qualifica Istruttore:	Dedicato a:	Produttore:
4 Giorni	Dynamics 365	Microsoft Certified Trainer	Consulente Dynamics	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

-Basic understanding of customer service processes
-Familiarity with accounts, contacts, cases, and queues in Dynamics 365

CONTENUTI

Manage cases, workloads, and service commitments in Dynamics 365 Customer Service

-Transform service delivery with AI in Dynamics 365
-Manage cases with Copilot Service workspace
-Manage case workloads with Dynamics 365 Customer Service queues
-Work with service-level agreements in Dynamics 365 Customer Service
-Create and manage entitlements in Microsoft Dynamics 365 Customer Service

Work with knowledge management in Dynamics 365 Customer Service

-Configure knowledge management in Dynamics 365 Customer Service and Contact Center
-Search and filter knowledge articles by using Dynamics 365 Customer Service
-Use knowledge articles to resolve Dynamics 365 Customer Service cases

Route and distribute work in Dynamics 365 Customer Service

-Set up unified routing in Dynamics 365 Customer Service
-Configure work classification and assignment in Dynamics 365 Customer Service
-Use skill-based routing in Dynamics 365 Customer Service

Configure AI and the service representative experience

- -Configure AI for case management in Dynamics 365 Customer Service
- -Configure experience profiles in Dynamics 365 Customer Service
- -Configure scripts, macros, and productivity tools in Dynamics 365 Customer Service
- -Collaborate with Microsoft Teams in Dynamics 365 Customer Service

Work with customer engagement channels in Dynamics 365 Customer Service

- -Support customers across engagement channels in Dynamics 365 Customer Service
- -Manage customer communications in Copilot Service workspace
- -Configure reliable email intake in Dynamics 365 Customer Service

Extend and analyze Dynamics 365 Customer Service

- -Create custom apps for Dynamics 365 Customer Service
- -Analyze Dynamics 365 Customer Service with reports and dashboards
- -Capture customer feedback with Dynamics 365 Customer Voice

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)