

MASK-73 - MOC AB-6004 - INTRODUCTION TO SERVICE IN DYNAMICS 365

Categoria: **Applied Skills**

INFORMAZIONI SUL CORSO



Durata:
1 Giorni



Categoria:
Applied Skills



Qualifica Istruttore:
Microsoft Certified
Trainer



Dedicato a:
Consulente Dynamics



Produttore:
Microsoft

OBIETTIVI

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.

PREREQUISITI

None

CONTENUTI

Describe the foundations of Dynamics 365 customer engagement apps

Explore self-service capabilities in Dynamics 365

Explore case management in Dynamics 365 Contact Center

Describe workforce management in Dynamics 365 Contact Center

Utilize onsite service capabilities in Dynamics 365 Field Service

Describe shared capabilities in Dynamics 365 customer engagement apps

INFO

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)