

# MDYN-25 - MOC AB-250T00 - TRANSFORM CONTACT CENTER EXPERIENCES WITH AI IN DYNAMICS 365

Categoria: **Dynamics 365**

## INFORMAZIONI SUL CORSO



Durata:  
3 Giorni



Categoria:  
Dynamics 365



Qualifica Istruttore:  
Microsoft Certified  
Trainer



Dedicato a:  
Consulente Dynamics



Produttore:  
Microsoft

## OBIETTIVI

This course teaches learners how to configure and operate an intelligent contact center using Microsoft contact center capabilities and integrated AI features. Learners focus on deploying and configuring contact center environments, including embedded and standalone modes, connecting data sources and third-party Contact Center as a Service (CCaaS) solutions, and enabling Copilot and agent capabilities that enhance the customer and agent experience. The course emphasizes understanding how channels, users, and security settings work together to support scalable and efficient customer engagement.

## PREREQUISITI

## CONTENUTI

### **Implement an AI-powered contact center with Dynamics 365**

- Introduction to implementing Dynamics 365 Contact Center
- Configure Dynamics 365 Contact Center core capabilities
- Configure queues in Dynamics 365 Contact Center
- Configure routing in Dynamics 365 Contact Center

### **Configure channels in Dynamics 365 Contact Center**

- Configure chat and digital channels in Dynamics 365 Contact Center
- Configure the voice channel in Dynamics 365 Contact Center
- Configure advanced settings for channels in Dynamics 365 Contact Center
- Design and deploy intelligent voice agents in Dynamics 365 Contact Center

### **Empower customer service representatives in Dynamics 365 Contact Center**

- Optimize staffing with workforce management in Dynamics 365 Contact Center
- Tailor the agent workspace with experience profiles in Dynamics 365 Contact Center
- Accelerate service delivery with productivity tools in Dynamics 365 Contact Center
- Configure knowledge management in Dynamics 365 Customer Service and Contact Center
- Configure AI agents and Copilot in Dynamics 365 Contact Center

**Monitor and optimize Dynamics 365 Contact Center with AI-driven insights**

- Manage contact center operations with supervisor tools in Dynamics 365 Contact Center
- Reach customers first with proactive engagement in Dynamics 365 Contact Center
- Unlock insights with analytics and reporting in Dynamics 365 Contact Center

**INFO**

**Esame:** AB-250 - Transforming Contact Center Experiences with AI in Dynamics 365

**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)