

Microsoft Dynamics 365 Customer Service (MB-230T01)

Modality: Virtual Classroom

Duration: 3 Days

SATV Value: 3

About this Exam:

If you are joining this preparation course with no Master Subscription plan, a Free Voucher for Official Exam you will receive (not includes purchases utilizing the SATV / Vouchers of Training) for the Exam of MB-230. No Exam Voucher includes in this course if your enrollment is within the Master Subscription plan, but you have the option to request the purchase of Voucher for Official Exam separately.

About this course:

MS Dynamics 365 for Customer Service provides every association with an open door for the success of the customer. Utilizing devices, for example, automatic queue management and case creation save your time to devote it where you can have a more noteworthy effect, straightforwardly with your clients.

Line up with our group of worldwide perceived specialists as they make you to stride by step from making cases to interfacing with clients to settling those cases. When you've settled those cases you can gain from information analysis the key subtleties to assist you with settling comparative cases quicker or maintain a strategic distance from new issues inside and out.

The normal pay of a Developer of Dynamics CRM is \$120,000 every year.

Course Objective:

- Configure and Install the app of customer service
- Analyze customer service data
- Create case records
- Related service apps
- AI for service
- Configuring customer service
- Identify common scenarios of customer service
- Case management overview
- Creating case records
- Queue management
- Make and use information articles
- Complete a case resolution process
- Open and resolve customer service cases.
- Automate case creation and routing.
- SLA and entitlement overview

- Create and manage entitlements
- Create and manage SLAs
- Create and use service and entitlements level agreements
- Case management record processing automation.
- Knowledge management overview
- Authoring and organizing
- Create and use knowledge articles

Audience:

A Functional Consultant of Dynamics 365 Customer Engagement is liable for capturing requirements, performing discovery, translating requirements, engaging subject matter stakeholders and experts, and configuring the applications and solution. The Functional Consultant executes an answer utilizing service and application integration, out of the box capacities, and codeless extensibility.

Prerequisite:

This course is intended for people who are trying to the Admin job of MS 365 Enterprise and have finished one of the certification paths of MS 365 workload administrator.

Course Outline:

Module 1: Customer Service Overview

In this module you will learn the basics of customer service in Dynamics 365. We will install and configure the application as well as learn about security roles, related applications and analytics.

Lessons

- Lesson 1: Create case records
- Lesson 2: Related service apps
- Lesson 3: Analytics for service
- Lesson 4: AI for service
- Lesson 5: Configuring customer service
- Lesson 6: Module summary

After completing this module, students will be able to:

- Install and configure the customer service application.
- Identify common customer service scenarios.

Module 2: Case Management

In this module you will learn how to open and resolve customer service cases, both manually and with automation.

Lessons

- Lesson 1: Case management overview
- Lesson 2: Creating case records
- Lesson 3: Queue management
- Lesson 4: Case routing
- Lesson 5: Resolving cases
- Lesson 6: Module summary

After completing this module, you will be able to:

- Open and resolve customer service cases.
- Automate case creation and routing.

Module 3: Service Level Agreements and Entitlements

In this module you will learn how to define and use entitlements and entitlement templates as well as service level agreements and how these tools enable case resolution.

Lessons

- Lesson 1: SLA and entitlement overview
- Lesson 2: Create and manage entitlements
- Lesson 3: Create and manage SLAs
- Lesson 4: Module summary

After completing this module, you will be able to:

- Create and use service level agreements.
- Create and use entitlements.

Module 4: Knowledge Management

In this module you will learn how to create and use knowledge management. Additionally, you will learn the lifecycle of knowledge articles.

Lessons

- Lesson 1: Knowledge management overview
- Lesson 2: Authoring and organizing
- Lesson 3: Use knowledge content
- Lesson 4: Manage knowledge content
- Lesson 5: Module summary

After completing this module, you will be able to:

- Create and manage knowledge content.