

Dynamics 365 for customer engagement for Customer Service (MB-230.1)

Modality: Self-Paced Learning

Duration: 8 Hours

SATV Value:

CLC:

NATU:

SUBSCRIPTION: Learn, Master

This course prepares you for the MB-230 Exam leading to MB-230 Certification. This course does not include the Official Exam Voucher, however, you can request to purchase the **Official Exam Voucher** separately.

About this course:

Microsoft Dynamics 365 for 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.

Course Objective:

After completing this course, you will be able to:

- Install and configure the customer service app
- Identify common customer service scenarios
- Complete a case resolution process
- Analyze customer service data
- Automate case management record processing
- Create and use knowledge articles
- Create and use entitlements and service level agreements

Audience:

- Dynamics Administrator

Prerequisite:

Before attending this course, students must have:

- A basic understanding of the need for customer service tools.

Course Outline:

Cusmer Service Overview

- Cusmer service overview
- Related service apps
- Configuring cusmer service
- Analytics and insights
- Module summary

Case Management

- Case management overview
- Creating case records
- Queue management
- Case routing
- Resolving cases
- Module summary

Service Level Management

- SLA and Entitlement Overview
- Create and manage entitlements
- Create and manage SLAs
- Module summary

Knowledge Management

- Knowledge management overview
- Authorizing and organizing
- Use knowledge content
- Manage knowledge content
- Module summary

Course Conclusion

- Final assessment
- Course summary