Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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MB-230T01: Microsoft Dynamics 365 Customer Service

CODE:	LENGTH:	PRICE:
MCS_MB-230T01	32 Hours (4 days)	£2,545.00

Description

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.

Objectives

- 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
- Work with Omnichannel
- Work with Connected Customer Service
- Work with Customer Service Scheduling
- Work with Customer Service Insights
- Work with Microsoft Power Platform
- Work with Customer Service workspaces

Audience

A Dynamics 365 Customer Engagement Functional Consultant is responsible for performing discovery, capturing requirements, engaging subject matter experts and stakeholders, translating requirements, and configuring the solution and applications. The Functional Consultant implements a solution using out of the box capabilities, codeless extensibility, application and service integrations.

Prerequisites

This course is designed for functional consultants working with Dynamics 365 Customer Service, or functional consultants who work with other Dynamics 365 apps who want to expand their knowledge of Customer Service

Programme

Module 1: Work with Cases
In this module you will learn about working with Cases in Dynamics 365 Customer Service.
Lessons
- Lesson 1: Get started with Cases
- Lesson 2: Managing Cases
- Lesson 3: Use queues to manage case workloads
- Lesson 4: Create or update records automatically
- Lesson 5: Unified routing
After completing this module, students will be able to:
- Create and manage Cases

- Work with queues and unified routing
- Create or update records automatically

Module 2: Work with entitlements and service level agreements

In this module you will learn how to create and manage entitlements and service level agreements

Lessons

- Lesson 1: Create and manage entitlements
- Lesson 2: Create and manage service level agreements

After completing this module, you will be able to:

- Create and manage entitlements
- Create and manage service level agreements

Module 3: Work with knowledge management

In this module you will learn how to create knowledge management solutions, and use knowledge articles to resolve cases

Lessons

- Lesson 1: Create knowledge management solutions
- Lesson 2: Use knowledge articles to resolve cases
- Lesson 3: Create and manage SLAs

After completing this module, you will be able to:

- Create and use knowledge management solutions
- Use knowledge articles to resolve cases

Module 4: Create surveys with Customer Voice

In this module you will learn how to engage with customers using Dynamics 365 Customer Voice

Lessons

- Lesson 1: Create a survey project
- Lesson 2: Create surveys
- Lesson 3: Send surveys
- Lesson 4: Automate surveys

After completing this module, you will be able to:

- Work with Dynamics 365 Customer Voice to send surveys to customers and collect feedback

Module 5: Schedule services

In this module, you will learn how to schedule services and resources using Customer Service Scheduling

Lessons

- Lesson 1: Configure Customer Service Scheduling
- Lesson 2: Schedule services

After completing this module, you will be able to:

- Schedule services and resources using Dynamics 365 Customer Service Scheduling

Module 6: Work with Dynamics 365 Customer Service workspaces

In this module, you will learn how to use Customer Service workspaces

Lessons

- Lesson 1: Enhance agent productivity
- Lesson 2: App profile manager

After completing this module, you will be able to:

- Use customer service workspaces to enhance agent productivity
- Use the app profile manager

Module 7: Omnichannel for Dynamics 365 Customer Service

In this module, you will learn how to use Omnichannel for Dynamics 365 Customer Service

Lessons

- Lesson 1: Getting started
- Lesson 2: Routing and work distribution
- Lesson 3: Deploy an SMS channel
- Lesson 4: Deploy chat widgets
- Lesson 5: Create smart assist solutions

After completing this module, you will be able to:

- Work with Omnichannel for Dynamics 365 Customer Service

Module 8: Manage analytics and insights

In this module, you will learn how to work with insights in Customer Service to use Artificial Intelligence (AI) in your Dynamics 365 Customer Service solution.

Lessons

- Lesson 1: Get started
- Lesson 2: Create visualizations

After completing this module, you will be able to:

- Work with insights in Customer Service to use Artificial Intelligence (AI) in your Dynamics 365 Customer Service solution.
- Create visualizations in Customer Service

Module 9: Connected Customer Service

In this module, you will learn how to use Connected Customer Service to proactively handle customer service scenarios

Lessons

- Lesson 1: Getting started
- Lesson 2: Registering and managing devices

After completing this module, you will be able to:

- Work with Connected Customer Service

- Register and manage devices
Module 10: Implement Microsoft Power Platform
In this module, you will learn how to work with the Microsoft Power Platform to enhance your Dynamics 365 Customer Service solution
Lessons
- Lesson 1: Create custom apps
- Lesson 2: Integrate a Power Virtual Agents bot
After completing this module, you will be able to:
- Create custom apps in Microsoft Power Platform for your Customer Service solution
- Integrate a Power Virtual Agents bot

Session Dates

On request. Please Contact Us

Additional Information

This training is also available as onsite training. Please contact us to find out more.