pcsnet

MDYN-39 - MOC MB-230T01 - IMPLEMENT CUSTOMER SERVICE SOLUTIONS USING MICROSOFT DYNAMICS 365 CUSTOMER SERVICE

Categoria: **Dynamics 365**

INFORMAZIONI SUL CORSO

Durata:	Categoria:	Qualifica Istruttore:	Dedicato a:	Produttore:
4 Giorni	Dynamics 365	Microsoft Certified Trainer	Consulente Dynamics	Microsoft

OBIETTIVI

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.

PREREQUISITI

- Basic understanding of how to navigate the Dynamics 365 application
- Basic knowledge of Dynamics 365 Customer Service

CONTENUTI

Work with cases in Dynamics 365 Customer Service
- Get started with Dynamics 365 Customer Service
- Managing cases with Dynamics 365 Customer Service Hub
- Manage cases with Dynamics 365 Customer Service workspace
- Use Microsoft Dynamics 365 Customer Service queues to manage case workloads
- Service representative collaboration in Dynamics 365 Customer Service
- Configure Copilot in Dynamics 365 Customer Service
- Create or update records automatically in Customer Service Hub

Work with entitlements and service level agreements in Dynamics 365 Customer Service
- Work with service-level agreements in Dynamics 365 Customer Service
- Create and manage entitlements in Microsoft Dynamics 365 Customer Service

Work with Knowledge Management Solutions in Dynamics 365 Customer Service
- Create knowledge management solutions in Dynamics 365 Customer Service
- Search and filter knowledge articles by using Dynamics 365 Customer Service

-Use knowledge articles to resolve Dynamics 365 Customer Service cases

Help service reps be more productive in Dynamics 365 Customer Service
-Create custom experiences for service representatives with agent experience profiles in Customer Service
-Enhance representative productivity with Customer Service workspace
-Manage cases with Dynamics 365 Customer Service workspace
-Enhance service representative productivity and personalization in Omnichannel for Customer Service
-Enhance service representative productivity and personalization in Customer Service Hub
-Get started with Dynamics 365 Productivity Tools
-Create smart assist solutions in Contact Center for Dynamics 365 Customer Service

Route and distribute work in Dynamics 365 Customer Service
-Get started with unified routing for Dynamics 365 Customer Service
-Route and distribute work with unified routing in Dynamics 365 Customer Service
-Use skill-based routing in Dynamics 365 Customer Service
-Entity record routing with Omnichannel for Dynamics 365 Customer Service

Connect and engage with customers with Omnichannel for Dynamics 365 Customer Service
-Get started with Omnichannel for Customer Service
-Deploy chat widgets with Omnichannel for Dynamics 365 Customer Service
-Deploy a Voice channel in Dynamics 365 Customer Service
-Deploy an SMS channel in Omnichannel for Dynamics 365 Customer Service
-Deploy social messaging channels in Omnichannel for Dynamics 365 Customer Service
-Set up Apple Message for Business and Google Business Messages as channels in Dynamics 365 Customer Service
-Integrate an agent for Contact Center and Dynamics 365 Customer Service

Create surveys with Dynamics 365 Customer Voice
-Create a survey project with Dynamics 365 Customer Voice
-Create customer surveys with Dynamics 365 Customer Voice
-Send Dynamics 365 Customer Voice surveys
-Automate Dynamics 365 Customer Voice surveys with Power Automate
-Embed surveys in your website with Dynamics 365 Customer Voice
-Create customer Power BI reports in Dynamics 365 Customer Voice

Get started with Dynamics 365 Customer Service scheduling
-Set up Customer Service scheduling
-Schedule services with Customer Service scheduling

Work with Customer Service Insights
-Get started with Customer Service Insights
-Create visualizations for Dynamics 365 Customer Service

INFO

Esame: MB-230 - Microsoft Dynamics 365 Customer Service Functional Consultant
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)