

# MDYN-39 - MOC MB-230T01 - MICROSOFT DYNAMICS 365 CUSTOMER SERVICE

Categoria: **Dynamics 365**

## INFORMAZIONI SUL CORSO



**Durata:**  
4 Giorni



**Categoria:**  
Dynamics 365



**Qualifica Istruttore:**  
Microsoft Certified  
Trainer



**Dedicato a:**  
Consulente Dynamics



**Produttore:**  
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

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

## CONTENUTI

**Get started with Dynamics 365 Customer Service**

**Managing cases with Dynamics 365 Customer Service Hub**

**Use Microsoft Dynamics 365 Customer Service queues to manage case workloads**

**Create or update records automatically in Customer Service Hub**

**Get started with unified routing for Dynamics 365 Customer Service**

**Create and manage entitlements in Microsoft Dynamics 365 Customer Service**

**Create knowledge management solutions in Dynamics 365 Customer Service**

**Use knowledge articles to resolve Dynamics 365 Customer Service cases**

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

Set up Customer Service scheduling

Schedule services with Customer Service scheduling

Enhance agent productivity with Customer Service workspace

Create custom experiences for agents with the App profile manager in Customer Service

Getting started with Omnichannel for Customer Service

Route and distribute work with unified routing in Dynamics 365 Customer Service

Deploy an SMS channel in Omnichannel for Dynamics 365 Customer Service

Deploy chat widgets with Omnichannel for Dynamics 365 Customer Service

Create smart assist solutions in Omnichannel for Dynamics 365 Customer Service

Get started with Customer Service Insights

Create visualizations for Dynamics 365 Customer Service

Get started with Connected Customer Service for Dynamics 365 and Azure IoT

Register and manage devices with Connected Customer Service for Dynamics 365 and Azure IoT

Create custom apps for Dynamics 365 Customer Service

Integrate a Power Virtual Agents bot with Omnichannel for Customer Service

## INFO

**Esame:** MB-230 - Microsoft Dynamics 365 Customer Service

**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)