MDYN-4 - MOC AB-6004 - INTRODUCTION TO SERVICE IN DYNAMICS 365

Categoria: **Dynamics 365**

INFORMAZIONI SUL CORSO

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

OBIETTIVI

This course will teach you how to enhance and automate business processes using Dynamics 365 customer engagement apps, while incorporating native interconnectivity with Microsoft 365. You will also learn to support customers efficiently through AI-driven Dynamics 365 Customer Service, improve customer experience with AI-first omnichannel communication in Dynamics 365 Contact Center, and boost first-time resolution rates for on-site workers using AI-driven Dynamics 365 Field Service.

PREREQUISITI

None

CONTENUTI

Describe the foundations of Dynamics 365 customer engagement apps

Explore self-service capabilities in Dynamics 365

Explore case management in Dynamics 365 Contact Center

Describe workforce management in Dynamics 365 Contact Center

Utilize onsite service capabilities in Dynamics 365 Field Service

Describe shared capabilities in Dynamics 365 customer engagement apps

INFO

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)