

## MB-230T01 Dynamics 365 for customer engagement for Customer Service

### Overview

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.

### Target 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.

### Course Objectives

- 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

### Course Outline

#### 1 - Customer Service Overview

- Create case records
- Related service apps
- Analytics for service
- AI for service
- Configuring customer service
- Module summary

[Register Online](#)

### Schedule

Class Length: 1 Day

G2R = "Guaranteed to Run" | OLL = "Online LIVE"  
 ILT = "Instructor-Led-Training" | HDL = "Hosted Distance Learning"

12/11/20	6:00AM - 2:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$595.00
12/11/20	6:00AM - 2:00PM	HDL - All Locations (Pacific Time)	HDL	\$595.00
03/08/21	8:00AM - 4:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$595.00
03/08/21	8:00AM - 4:00PM	HDL - All Locations (Pacific Time)	HDL	\$595.00
06/01/21	6:00AM - 2:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$595.00
06/01/21	6:00AM - 2:00PM	HDL - All Locations (Pacific Time)	HDL	\$595.00

## 2 - Case Management

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

## 3 - Service Level Agreements and Entitlements

SLA and entitlement overview  
Create and manage entitlements  
Create and manage SLAs  
Module summary

## 4 - Knowledge Management

Knowledge management overview  
Authoring and organizing  
Use knowledge content  
Manage knowledge content  
Module summary

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