

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

### **Module 0 Course Introduction**

- Welcome to Dynamics 365 for customer engagement for Customer Service

### **Module 1 Customer Service Overview**

- Customer Service overview
- Related Service Apps
- Configuring Customer Service
- Analytics and Insights
- Module summary

### **Module 2 Case Management**

- Case Management Overview
- Creating Case Records
- Queue Management
- Case Routing
- Resolving Cases
- Module summary

### **Module 3 Service Level Management**

- SLA and Entitlement overview
- Create and Manage Entitlements
- Create and manage SLAs
- Module summary

### **Module 4 Knowledge Management**

- Knowledge Management Overview
- Authorizing and Organizing
- Use Knowledge Content
- Manage Knowledge Content
- Module summary