

# MB-230T01: Microsoft Dynamics 365 Customer Service

## Contents:

### Day 1

#### **Module 1: Work with Cases**

- Get started with Cases
- Managing Case
- Use queues to manage case workloads
- Create or update records automatically
- Unified routing

#### **Module 2: Work with entitlements and service level agreements**

- SLA and entitlement overview
- Create and manage entitlements
- Create and manage SLAs

#### **Module 3: Work with Knowledge Management**

- Knowledge management overview
- Authoring and organizing
- Use knowledge content
- Manage knowledge content

### Day 2

#### **Module 4: Create surveys with Customer Voice**

- Create a survey project
- Create surveys
- Send surveys
- Automate surveys

### **Module 5: Schedule Services**

- Configure Customer Service Scheduling
- Schedule Services

### **Module 6: Work with Dynamics 365 Customer Service workspaces**

- Enhance agent productivity
- App profile manager

### **Module 7: Omnichannel for Dynamics 365 Customer Service**

- Routing and work distribution
- Deploy an SMS channel
- Deploy chat widgets
- Create smart assist

## **Day 3**

### **Module 8: Manage analytics and insights**

- Get started with Customer Service Insights
- Create Visualizations

### **Module 9: Connected Customer Service**

- Work with Connected Customer Service
- Registering and Managing Devices

### **Module 10: Implement Power Platform**

- Create custom apps in Microsoft Power Platform for your Customer Service solution
- Integrate a Power Virtual Agents Bot