Microsoft Dynamics 365 CE (Omnichannel)

Duration: 2 Days

Module – 1: Case Management

Lessons to learn in this Module

Customer Service Overview: Get started with Dynamics 365 Customer Service

Managing Cases: Managing cases with Dynamics 365 Customer Service

Queues: Use Microsoft Dynamics 365 Customer Service queues to manage case workloads

Record Creation Rules: Create or update records automatically in Customer Service Hub

Module – 2: Knowledge Management

Lessons to learn in this Module

Create knowledge management solutions in Dynamics 365 Customer Service

Use knowledge articles to resolve Dynamics 365 Customer Service cases

Module – 3: Customer Voice

Lessons to learn in this Module

Create a survey project with Dynamics 365 Customer Voice

Create surveys with Dynamics 365 Customer Voice

Send Dynamics 365 Customer Voice surveys

Automate Dynamics 365 Customer Voice surveys with Power Automate

Module – 4 Omnichannel Admin Center

Lessons to learn in this Module

Enhance agent productivity with Customer Service workspace

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

Getting Started with Unified Routing

Module – 5 Omnichannel For Customer Service

Lessons to learn in this Module

Getting started with Omnichannel for Customer Service

Deploy chat widgets with Omnichannel for Dynamics 365 Customer Service

Deploy a Voice channel in Dynamics 365 Customer Service

Deploy an SMS channel in Omnichannel for Dynamics 365 Customer Service

Deploy social messaging channels in Omnichannel for Dynamics 365 Customer Service