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MB-230T01: Microsoft Dynamics 365 Customer Service

Module 1: Work with Cases

In this module you will learn about working with Cases in Dynamics 365 Customer Service.

Lessons

- Lesson 1: Get started with Cases
- Lesson 2: Managing Cases
- Lesson 3: Use queues to manage case workloads
- Lesson 4: Create or update records automatically
- Lesson 5: Unified routing

  After completing this module, students will be able to:

- Create and manage Cases
- Work with queues and unified routing
- Create or update records automatically

Module 2: Work with entitlements and service level agreements

In this module you will learn how to create and manage entitlements and service level agreements

Lessons

- Lesson 1: Create and manage entitlements
- Lesson 2: Create and manage service level agreements

  After completing this module, you will be able to:

- Create and manage entitlements
- Create and manage service level agreements

Module 3: Work with knowledge management

In this module you will learn how to create knowledge management solutions, and use knowledge articles to resolve cases

Lessons

- Lesson 1: Create knowledge management solutions

- Lesson 2: Use knowledge articles to resolve cases
- Lesson 3: Create and manage SLAs

  After completing this module, you will be able to:

- Create and use knowledge management solutions
- Use knowledge articles to resolve cases

Module 4: Create surveys with Customer Voice

In this module you will learn how to engage with customers using Dynamics 365 Customer Voice

Lessons

- Lesson 1: Create a survey project
- Lesson 2: Create surveys
- Lesson 3: Send surveys
- Lesson 4: Automate surveys

  After completing this module, you will be able to:

- Work with Dynamics 365 Customer Voice to send surveys to customers and collect feedback

Module 5: Schedule services

In this module, you will learn how to schedule services and resources using Customer Service Scheduling

Lessons

- Lesson 1: Configure Customer Service Scheduling
- Lesson 2: Schedule services

  After completing this module, you will be able to:

- Schedule services and resources using Dynamics 365 Customer Service Scheduling

Module 6: Work with Dynamics 365 Customer Service workspaces

In this module, you will learn how to use Customer Service workspaces

Lessons

- Lesson 1: Enhance agent productivity
- Lesson 2: App profile manager

After completing this module, you will be able to:

- Use customer service workspaces to enhance agent productivity
- Use the app profile manager

Module 7: Omnichannel for Dynamics 365 Customer Service

In this module, you will learn how to use Omnichannel for Dynamics 365 Customer Service

Lessons

- Lesson 1: Getting started
- Lesson 2: Routing and work distribution
- Lesson 3: Deploy an SMS channel
- Lesson 4: Deploy chat widgets
- Lesson 5: Create smart assist solutions

After completing this module, you will be able to:

- Work with Omnichannel for Dynamics 365 Customer Service

Module 8: Manage analytics and insights

In this module, you will learn how to work with insights in Customer Service to use Artificial Intelligence (AI) in your Dynamics 365 Customer Service solution.

Lessons

- Lesson 1: Get started
- Lesson 2: Create visualizations

After completing this module, you will be able to:

- Work with insights in Customer Service to use Artificial Intelligence (AI) in your Dynamics 365 Customer Service solution.
- Create visualizations in Customer Service

Module 9: Connected Customer Service

In this module, you will learn how to use Connected Customer Service to proactively handle customer service scenarios

Lessons

- Lesson 1: Getting started
- Lesson 2: Registering and managing devices

  After completing this module, you will be able to:

- Work with Connected Customer Service
- Register and manage devices

Module 10: Implement Microsoft Power Platform

In this module, you will learn how to work with the Microsoft Power Platform to enhance your Dynamics 365 Customer Service solution

Lessons

- Lesson 1: Create custom apps
- Lesson 2: Integrate a Power Virtual Agents bot

  After completing this module, you will be able to:

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