

LP01: Cases management

- 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
- Unified Routing: Unified Routing in Dynamics 365 Customer Service

LP02: Entitlements and Service Levels

- Entitlements: Create and manage entitlements in Microsoft Dynamics 365 Customer Service
- SLAs: Manage Service Level Agreements with Dynamics 365 Customer Service

LP03: Knowledge Management

- Create knowledge management solutions in Dynamics 365 Customer Service
- Use knowledge articles to resolve Dynamics 365 Customer Service cases

LP04: Customer Service workspaces: Work with Dynamics 365 Customer Service workspaces

- Enhance agent productivity with Customer Service workspace
- Create custom experiences for agents with the App profile manager in Customer Service

LP05: Unified Routing

- Examine routing options available
- Basic Routing
- Getting Started with Unified Routing

LP06: Omnichannel for Dynamics 365 Customer Service

- Get started with Omnichannel for Customer Service
- Routing and Distribution
- Channel Configuration

LP07: Customer Voice - Create surveys with Dynamics 365 Customer Voice

- 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

LP08: Service scheduling: Schedule services in Dynamics 365 Customer Service

- Configuring Customer Service scheduling
- Schedule services with Customer Service scheduling

LP09: Analytics and Insights

- Get started with Customer Service Insights
- Create visualizations for Customer Service
- Omnichannel Insights

LP10: Connected Customer Service

- Get started with Connected Customer Service for Dynamics 365 and Azure IoT
- Register and manage devices with Connected Customer Service for Dynamics 365 and Azure IoT

LP11: Power Platform for Customer Service

- Create custom apps for Dynamics 365 Customer Service
- Integrate a Power Virtual Agents bot with Omnichannel for Customer Service