# 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 Create Multi-session experiences

**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

## Module – 4 Routing

**Lessons to learn in this Module**

Examine routing options available

Basic routing

Getting Started with Unified Routing

## Module – 5 Help agents be more productive in Dynamics 365 Customer Service

**Lessons to learn in this Module**

Get started with Dynamics 365 Productivity Tools

Enhance agent productivity and personalization in Omnichannel for Customer Service

Create smart assist solutions in Omnichannel for Dynamics 365 Customer Service

## Module – 6: 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 – 7 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

Integrate a Microsoft Copilot Studio copilot with Omnichannel for Customer Service

Set up Apple Message for Business and Google Business Messages as channels in Dynamics 365 Customer Service