

**Microsoft Dynamics 365 Technical Workshop:  
Implement the Modern Customer Service Experience**

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**Module 01-** Manage cases with Dynamics 365 Customer Service

**Module 02-** Create and manage entitlements in Microsoft Dynamics 365 Customer Service

**Module 03-** Manage Service Level Agreements with Dynamics 365 Customer Service

**Module 04-** Create knowledge management solutions in Dynamics 365 Customer Service

**Module 05-** Examine routing options available

**Module 06-** Create custom apps for Dynamics 365 Customer Service

**Lab Capstone:** Build a Dynamics 365 Customer Service solution for an organization