

MB-230T01: Microsoft Dynamics 365 Customer Service Training

Course Duration: 32 Hours

Course Code: MB-230T01

1. Course Overview

The **Microsoft Dynamics 365 Customer Service Course (MB-230T01)** is designed to help professionals understand and manage customer service operations effectively using Dynamics 365. This training covers case management, service level agreements (SLAs), knowledge management, and automation tools to improve customer satisfaction and business efficiency.

2. What You'll Learn

- Understand core functionalities of Dynamics 365 Customer Service
- Manage cases and queues efficiently
- Configure Service Level Agreements (SLAs)
- Use knowledge base for faster issue resolution
- Automate customer service processes
- Implement entitlements and service scheduling
- Analyze customer service performance with dashboards and reports

3. Target Audience

- Customer Service Managers
- CRM Consultants
- Functional Consultants
- Support Engineers
- Business Analysts

- Professionals working with customer experience tools

4. Pre-Requisites

- Basic understanding of CRM concepts
- Familiarity with business processes
- Basic knowledge of cloud platforms like Microsoft Azure (optional but beneficial)
- General computer and internet usage skills

5. Course Content (Modules)

Module 1: Introduction to Customer Service

- Overview of Dynamics 365 Customer Service
- Key features and capabilities

Module 2: Case Management

- Creating and managing cases
- Case lifecycle and resolution

Module 3: Queue and Routing Management

- Managing queues
- Routing rules and automation

Module 4: Service Level Agreements (SLAs)

- Creating and managing SLAs
- SLA KPIs and tracking

Module 5: Knowledge Management

- Creating knowledge articles
- Using knowledge base for support

Module 6: Entitlements and Agreements

- Managing entitlements
- Service contracts and agreements

Module 7: Omni-Channel Engagement

- Chat, email, and social integrations
- Customer interaction tracking

Module 8: Analytics and Insights

- Dashboards and reporting
- Performance tracking

Module 9: Automation and Customization

- Workflow automation
- Business rules and process flows

