

Course : Microsoft Dynamics 365 Customer Service (Microsoft MB-230)

Official MB-230 course, exam preparation

Practical course - 4d - 28h00 - Ref. MDH

With this training course, you'll discover how Microsoft Dynamics 365 Customer Service helps organizations improve customer satisfaction. With tools like automatic case creation and queue management, you'll save time so you can focus on what's important: your customers. You'll learn step-by-step how to create and manage cases, interact with customers and resolve their requests, then analyze the data to improve your future responses.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Configure and customize Dynamics 365 Customer Service.
- ✓ Manage folders, queues, rights and SLAs.
- ✓ Implement the knowledge base and knowledge management.
- ✓ Automate processes with routing rules and Power Automate.
- ✓ Analyze data to improve customer service.
- ✓ Integrate channels such as chat, e-mail and voice for omnichannel support.

Intended audience

Functional consultants, project managers or customer service professionals wishing to configure, customize and optimize the use of Dynamics 365 Customer Service in their organization.

Prerequisites

Have initial experience with Dynamics 365 Customer Service and understand the basics of customer relationship management.

Certification

Successful completion of the MB-230 exam leads to certification " Dynamics 365 Customer Service Functional Consultant Associate".

[Comment passer votre examen ?](#)

PARTICIPANTS

Functional consultants, project managers or customer service professionals wishing to configure, customize and optimize the use of Dynamics 365 Customer Service in their organization.

PREREQUISITES

Have initial experience with Dynamics 365 Customer Service and understand the basics of customer relationship management.

TRAINER QUALIFICATIONS

The experts who lead the training courses are specialists in the subjects covered. They are approved by the publisher and certified for the course. They have also been validated by our teaching teams in terms of both professional knowledge and teaching skills for each course they teach. They have at least three to ten years of experience in their field and hold or have held positions of responsibility in companies.

ASSESSMENT TERMS

Assessment of targeted skills prior to training.

Assessment by the participant, at the end of the training course, of the skills acquired during the training course.

Validation by the trainer of the participant's learning outcomes, specifying the tools used: multiple-choice questions, role-playing exercises, etc.

At the end of each training course, ITTCERT provides participants with a course evaluation questionnaire, which is then analysed by our teaching teams. Participants also complete an official evaluation of the publisher.

An attendance sheet for each half-day of attendance is provided at the end of the training course, along with a certificate of completion if the participant has attended the entire session.

Practical details

Teaching methods

Training in French. Official course material in digital format and in English. Good understanding of written English.

Course schedule

1 Working with folders in Dynamics 365 Customer Service

- Discover Dynamics 365 Customer Service.
- Manage files with Dynamics 365 Customer Service Hub.
- Manage files with the Customer Service workspace.
- Use queues to distribute files.
- Collaborate with representatives in Dynamics 365 Customer Service.
- Configure Copilot in Dynamics 365 Customer Service.
- Create or update records automatically in Customer Service Hub.

2 Manage entitlements and service level agreements (SLAs)

- Create and manage entitlements.
- Working with service level agreements (SLAs).

3 Managing knowledge management solutions in Dynamics 365 Customer Service

- Create knowledge management solutions in Dynamics 365 Customer Service.
- Search and filter knowledge articles with Dynamics 365 Customer Service.
- Use knowledge articles to resolve issues in Dynamics 365 Customer Service.

4 Helping agents be more productive in Dynamics 365 Customer Service

- Create personalized experiences for agents.
- Improve productivity with Customer Service workspace.
- Manage cases in Customer Service workspace.
- Optimize agent productivity with Omnichannel.
- Customize the Customer Service Hub.
- Discover Dynamics 365 productivity tools.
- Create intelligent assistants (bots and adaptive cards).

5 Route and distribute work in Dynamics 365 Customer Service

- Discover unified routing.
- Route and distribute work with unified routing.
- Use skill-based routing.
- Route recordings via Omnichannel with unified routing.

TEACHING AIDS AND TECHNICAL RESOURCES

The teaching resources used are the publisher's official materials and practical exercises.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training course.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you have specific accessibility requirements? Contact Ms FOSSE, disability advisor, at the following address: psh-accueil@orsys.fr so that we can assess your request and its feasibility.