



Kursus	
4 dage	DKK 17.999
Nr. 90488 A	ekskl. moms
Dato	Sted
21-05-2024	Taastrup
01-10-2024	Taastrup

Microsoft Dynamics 365 Customer Service [MB-230T01]

Microsoft Dynamics 365 Customer Service giver enhver organisationen mulighed for at opnå succes med kundeservice. På kurset får du indsigt i brug af værktøjer til automatisering af sagsoprettelser og køadministration, så du kan arbejde effektivt med jeres kunder og sagsbehandling.

Deltagerprofil

Kurset er for dig, som gerne vil lære at anvende Customer Service funktionerne i Microsoft Dynamics 365. Kurset er endvidere rettet mod rollen som Dynamics 365 Customer Service Functional Consultant, hvor du er ansvarlig for at identificere og indhente krav fra forretningen, engagere fageksperter og interessenter, oversætte krav og konfigurere løsninger og applikationer.

Forudsætninger

Du forventes at have et grundlæggende kendskab til Microsoft Dynamics 365 svarende til kurset [Microsoft Dynamics 365 Fundamentals Customer Engagement Apps \[MB-910T00\]](#) og et grundlæggende kendskab til arbejdet med customer service.

Udbytte

- Få styr på Customer Service applikationen



- Identifier fælles Customer Service scenarier
- Oprette surveys
- Kendskab til brug af Knowledge Management
- Kendskab til brug af rettigheder og SLA aftaler
- Lær at arbejde med Omnichannel, Connected Customer Service, Customer Service Scheduling, Customer Service Insights m.m

Det får du på arrangementet

- Øvelser og inddragelse
- Kursusbevis
- Erfaren underviser
- Fuld forplejning
- Gratis parkering
- Materiale på engelsk
- Undervisning på dansk
- Certificeret underviser

Indhold

Module 1: Work with Cases

- Get started with Dynamics 365 Customer Service
- Managing cases with Dynamics 365 Customer Service Hub
- Manage cases with with Dynamics 365 Customer Service workspace
- Use Microsoft Dynamics 365 Customer Service queues to manage case workloads
- Agent collaboration in with Dynamics 365 Customer Service
- Create or update records automatically in Customer Service Hub

Module 2: Work with entitlements and service level agreements

- Work with service-level agreements in Dynamics 365 Customer Service
- Create and manage entitlements in Microsoft Dynamics 365 Customer Service

Module 3: Work with knowledge management solutions

- Create knowledge management solutions in Dynamics 365 Customer Service
- Search and filter knowledge articles by using Dynamics 365 Customer Service
- Use knowledge articles to resolve Dynamics 365 Customer Service cases

Module 4: Create surveys with Dynamics 365 Customer Voice

- Create a survey project with Dynamics 365 Customer Voice
- Create customer surveys with Dynamics 365 Customer Voice
- Send Dynamics 365 Customer Voice surveys
- Automate Dynamics 365 Customer Voice surveys with Power Automate
- Embed surveys in your website with Dynamics 365 Customer Voice
- Create customer Power BI reports in Dynamics 365 Customer Voice

Module 5: Get started with Dynamics 365 Service Scheduling

- Set up Customer Service Scheduling
- Schedule services with Customer Service scheduling

Module 6: Help agents be more productive in Dynamics 365 Customer Service

- Create custom experiences for agents with agent experience profiles in Customer Service
- Enhance agent productivity with Customer Service workspace
- Manage cases with Dynamics 365 Customer Service workspace



- Enhance agent productivity and personalization in Omnichannel for Customer Service
- Enhance agent productivity and personalization in Customer Service Hub
- Get started with Dynamics 365 Productivity Tools
- Create smart assist solutions in Omnichannel for Dynamics 365 Customer Service

Module 7: Connect and engage with customers with Omnichannel for Dynamics 365 Customer Service

- 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
- Set up Apple Message for Business and Google Business Messages as channels in Dynamics 365 Customer Service
- Integrate a Power Virtual Agents bot with Omnichannel for Customer Service

Module 8: Work with Customer Service Insights

- Get started with Customer Service Insights
- Create visualizations for Dynamics 365 Customer Service

Module 9: Use connected Customer Service with Dynamics 365

- 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

Module 10: Extend Dynamics 365 Customer Service Platform

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

Bemærk: Indhold for dette kursus tilpasses løbende af Microsoft for at følge med den løbende teknologiske udvikling, der kan derfor ske ændringer af kursusindhold uden varsel.

Certificering

Dette kursus anbefales som forberedelse til eksamen [MB-230 Microsoft Dynamics 365 Customer Service](#) og ved beståelse opnår du certificeringen **Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate**. Du skal bestille og betale særskilt for din eksamen.

Microsoft skriver dette om eksamen MB-230:

- This exam measures your ability to accomplish the following technical tasks: manage cases and the Knowledge Management; manage entitlements, and SLAs; implement scheduling, implement multi-session experiences for Customer Service, manage analytics and insights, implement Microsoft Power Platform, implement Connected Customer Service, and implement routing
- Candidates for this exam are functional consultants with customer service expertise. They are responsible for implementing solutions that focus upon Customer service, quality, reliability, efficiency, and customer satisfaction.
- Candidates design and implement service management processes and automation in collaboration with solution architects and developers. You collaborate with customer engagement administrators to implement and upgrade customer service components including Omnichannel engagement, collaboration, knowledge management, customer feedback, and connected services.
- Candidates must have strong applied knowledge of customer service including in-depth understanding of cases, knowledge management, queues, entitlements, resource scheduling, service-level agreements (SLAs), visualizations, connected services, Customer Service Insights, Power Virtual Agents, Customer Service applications, Customer Voice, basic and unified routing and Omnichannel for Customer Service. The functional consultant's knowledge should include a comprehensive understanding of the customer service application's role in relationship to the Dynamics 365 suite of apps along with a basic understanding of the solution architecture.

Bemærk: at selvom dette kursus er tilpasset til eksamen MB-230, indeholder det muligvis ikke alle de oplysninger, der kræves for at bestå eksamenen. I henhold til Microsofts vejledning anbefales yderligere selvstudium og praktisk erfaring ud over deltagelse i dette kursus.

[Læs mere om IT-certificering her.](#)



UNDERVISER

Undervisningen varetages af en erfaren underviser fra Teknologisk Instituts netværk bestående af branchens dygtigste undervisere.

Har du faglige spørgsmål så kontakt



Charlotte Heimann
+45 72203147
chhn@teknologisk.dk