

Implement customer service solutions using Microsoft Dynamics 365 Customer Service (MB-230T01)

ID MB-230T01 **Price** 2,590.— €(excl. tax) **Duration** 4 days

Course Overview

Microsoft Dynamics 365 Customer Service offers any organization an opportunity for customer success. Using tools such as automatic case creation and queue management frees up your time to dedicate it where you can have a greater impact, directly with your customers. Join our team of globally recognized experts as they take you step by step from creating cases to interacting with customers to resolving those cases. Once you've resolved those cases you can learn from data analysis the key details to help you resolve similar cases faster or avoid new issues altogether.

Dynamics 365 Customer Service

- Create surveys with Dynamics 365 Customer Voice
- Get started with Dynamics 365 Customer Service scheduling
- Work with Customer Service Insights

Who should attend

A Dynamics 365 Customer Engagement Functional Consultant is responsible for performing discovery, capturing requirements, engaging subject matter experts and stakeholders, translating requirements, and configuring the solution and applications. The Functional Consultant implements a solution using out of the box capabilities, codeless extensibility, application and service integrations.

This course is part of the following Certifications

Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate (MCDCSFCA)

Course Content

- Work with cases in Dynamics 365 Customer Service
- Work with entitlements and service level agreements in Dynamics 365 Customer Service
- Work with Knowledge Management Solutions in Dynamics 365 Customer Service
- Help service reps be more productive in Dynamics 365 Customer Service
- Route and distribute work in Dynamics 365 Customer Service
- Connect and engage with customers with Omnichannel for

About Fast Lane



Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.



Fast Lane Services

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- ✓ Business & Soft Skill Training
- ✓ Consulting Services
- ✓ Managed Training Services
- ✓ Digital Learning Solutions
- ✓ Content Development
- ✓ Remote Labs
- ✓ Talent Programs
- ✓ Event Management Services

Training Methods

- ✓ Classroom Training
- ✓ Instructor-Led Online Training
- ✓ FLEX Classroom – Classroom & Online Hybrid
- ✓ Onsite & Customized Training
- ✓ E-Learning
- ✓ Blended & Hybrid Learning
- ✓ Mobile Learning

Technologies & Solutions

- ✓ Digital Transformation
- ✓ Artificial Intelligence
- ✓ Cloud
- ✓ Networking
- ✓ Cyber Security
- ✓ Wireless & Mobility
- ✓ Modern Workplace
- ✓ Data Center



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Experienced SMEs
with over 19.000 combined
certifications

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