

Dynamics 365 for Customer Service Functional Consultant

Microsoft Dynamics 365 for Customer Service Functional Consultants build CX solutions that are fast, agile, and leverage AI to drive actionable insights that anticipate customer needs.

aka.ms/D365CustServiceLearning



Classroom

Dynamics 365: Power Platform applications
MB-200T01

Dynamics 365: Power Platform automation
MB-200T02


Dynamics 365: Power Platform integrations
MB-200T03

Dynamics 365: Power Platform test and deploy
MB-200T04




MB-200:
Microsoft Dynamics 365 Customer Engagement Core


Digital skilling: free interactive training content on Microsoft Learn

 **Create a canvas app in PowerApps**
2H 11M - 3 Modules


1. Get started with PowerApps
2. Customize a canvas app in PowerApps
3. Manage apps in PowerApps

 **Implementing Dynamics 365 Customer Engagement Online**
5H 5M - 4 Modules


1. Design Microsoft Power Platform Dynamics 365 Deployments
2. Administer Microsoft Power Platform subscriptions
3. Manage Dynamics 365 clients
4. Microsoft Power Platform Mobile management

 **Create a model-driven application in PowerApps**
1H 40M - 2 Modules


1. Get started with model-driven apps in PowerApps
2. Get started with Common Data Service

 **Automate a business process using Microsoft Flow**
3H 11M - 3 Modules


1. Get started with Microsoft Flow
2. Build more complex flows with Microsoft Flow
3. Use the Admin center to manage environments and data policies in Microsoft Flow

 **Create and use analytics reports with Power BI**
1H 42M - 2 Modules


1. Get started building with Power BI
2. Create and share your first Power BI report

 **Get started with Dynamics 365 Portals**
2H 32M - 3 Modules

1. Introduction to Dynamics 365 portals
2. Configure Dynamics 365 portals
3. Provision and administer Dynamics 365 portals

 **Work with portals in Dynamics 365**
3H 46M - 4 Modules


1. Work with Dynamics 365 portal components
2. Manage users and authentication in Dynamics 365 portals
3. Create content in Dynamics 365 portals
4. Secure Dynamics 365 portals content

 **Work with cases in Microsoft Dynamics 365 for Customer Service**
2H 57M - 3 Modules


1. Get started with Dynamics 365 for Customer Service
2. Managing cases with Microsoft Dynamics 365 for Customer Service
3. Use Microsoft Dynamics 365 for Customer Service queues to manage case workloads

 **Work with entitlements and service level agreements in Microsoft Dynamics 365 for Customer Service**
2H 8M - 2 Modules

1. Create and manage entitlements in Microsoft Dynamics 365 for Customer Service
2. Work with and manage Service Level Agreements with Dynamics 365 for Customer Service

 **Work with Knowledge Management Solutions in Microsoft Dynamics 365 for Customer Service**
2H - 2 Modules

1. Create and design knowledge management solutions in Dynamics 365 for Customer Service
2. Consuming Knowledge Articles for Case Resolutions in Dynamics 365 for Customer Service

 **Voice of the Customer for Dynamics 365**
2H 54M - 3 Modules

1. Design Voice of the Customer for Dynamics 365 surveys
2. Response routing and survey scoring options in Voice of the Customer for Dynamics 365
3. Manage and drive actions from survey responses with Voice of the Customer for Dynamics 365

Additional supporting modules

- 6H 27M - 7 Modules**
1. Introduction to integration with Dynamics 365 for Customer Engagement - **58M**
 2. Integrate Office and Dynamics 365 for Customer Engagement - **1H 15M**
 3. Configure forms, charts, and dashboards in model driven apps for Customer Engagement - **1H 7M**
 4. Get started with workflows in Dynamics 365 for Customer Engagement - **52M**
 5. Create business process flows with Dynamics 365 Customer Engagement - **42M**
 6. Manage your Dynamics 365 Customer Engagement data - **1H**
 7. Document and test your PowerApps application - **33M**

Pass certification exams MB-200 and MB-230 to become a:

Microsoft Certified:
Dynamics 365 for Customer Service Functional Consultant Associate

Classroom

Dynamics 365 for customer engagement for customer service
MB-230T01



MB-230:
Microsoft Dynamics 365 for Customer Service

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