Dynamics 365 Customer Service Functional Consultant

Microsoft Dynamics 365 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

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

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

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

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

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

Create and use analytics reports with Power BI

6H 22M – 6 Modules

1. Get started building with Power BI
2. Get data with Power BI Desktop
3. Model data in Power BI
4. Use visuals in Power BI
5. Explore data in Power BI
6. Publish and share in Power BI

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 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

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

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

MB-200: Microsoft Power Platform + Dynamics 365 Core

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

Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate

Classroom

[Microsoft Dynamics 365 Customer Service](#) MB-230T01

MB-230: Microsoft Dynamics 365 Customer Service

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