

The journey to Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate

Get started at
aka.ms/Dynamics365Certs_CustomerServiceConsultant



Start here

Decide if this is the right certification for you

Get trained

This certification is a good fit if:

- You're a Dynamics 365 functional consultant or a customer service professional.

OR

- You're responsible for performing discovery, capturing requirements, and engaging subject matter experts and stakeholders.

We highly recommend you take PL-200 before taking this exam, but it is not required.

Skills outline guides

- [MB-230](#)

Self-paced training

- [Microsoft Learn](#)

Instructor-led training

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

Virtual events

- [Microsoft Virtual Training Days – Enable Always on Services](#)

Additional resources

[Documentation](#)

Build confidence

Exam preparation

- [Exam Readiness Zone](#)

Take a practice exam

- [Microsoft Official Practice Test MB-230](#)

Skills measured:

- Manage Cases and 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
- Implement Routing

Get recognized

- Pass [Exam MB-230](#) to earn this certification.



Microsoft Certified:
[Dynamics 365 Customer Service Functional Consultant Associate](#)

Dynamics 365 Customer Service functional consultants implement solutions that focus upon customer service, quality, reliability, efficiency, and customer satisfaction.

Continue to grow

Explore these certifications next

Other tracks (Associate)

- [Dynamics 365 Sales Functional Consultant](#)
- [Dynamics 365 Field Service Functional Consultant](#)
- [Dynamics 365 Marketing Functional Consultant](#)

Products featured

- Dynamics 365 Customer Service
- Dynamics 365 Customer Voice

- Omnichannel for Customer Service
- Power Virtual Agents

Not right for you? [Browse all Microsoft Dynamics 365 certifications](#)