

Training and preparation for Microsoft Certified:

Dynamics 365 Customer Service Functional Consultant Associate

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.

Refer to the links below for recommended training resources that will help you prepare for required exams and earn your certification.

Microsoft Power Platform Functional Consultant

PL-200T00-A | 5 days

Instructor-led Training

PL-200 Exam

Get started using Dataverse
6 modules

Create a canvas app in Power Apps
3 modules

Create a business process flow in Power Automate
3 modules

Get started with Power Automate buttons
5 modules

Create and use analytics reports with Power BI
6 modules

Get started with Power Virtual Agents bots
1 module

Improve business performance with AI Builder
9 modules

PL-200
Microsoft Power Platform Functional Consultant



Self-paced online training on Microsoft Learn

Manage permissions and administration for Dataverse
2 modules

Create a model-driven application in Power Apps
3 modules

Automate a business process using Power Automate
5 modules

Use best practices to secure and govern Power Automate environments
5 modules

Create relationships, business rules, calculations, and rollups in Dataverse
3 modules

Bring AI to your business with AI Builder
2 modules

Pass certification exams PL-200 and MB-230 to earn this certification

Work with cases with Dynamics 365 Customer Service
3 modules

Work with entitlements and service level agreements in Dynamics 365 Customer Service
2 modules

Work with Knowledge Management Solutions in Dynamics 365 Customer Service
2 modules

Create surveys with Microsoft Forms Pro
2 modules

MB-230
Microsoft Dynamics 365 Customer Service

Microsoft Certified:
Dynamics 365 Customer Service Functional Consultant Associate

Instructor-led Training

MB-230 Exam

Dynamics 365 for Customer Service

MB-230T01-A | 3 day