

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

Not right for you?

Upskill with recommended training

Reinforce skills with experience

Pass exams

Continue to grow

This certification is a good fit if:

- You're a customer service or customer engagement professional.

OR

- You're responsible for performing discovery, capturing requirements, and engaging subject matter experts and stakeholders.
- You translate requirements and configure solutions and applications.
- You hold this certification:

MB2-714

Microsoft Dynamics CRM 2016 Customer Service

Master the basics with Fundamentals certifications

- [Dynamics 365 Fundamentals](#)
- [Power Platform Fundamentals](#)

OR

[Browse all Dynamics 365 certifications](#)

Skills outline guide



Self-paced online learning
[Microsoft Learn](#)



Instructor-led training
Course PL-200T00 (for exam PL-200): [Power Platform Consultant](#)

Course MB-230T01-A (for exam MB-230): [Dynamics 365 Customer Service](#)

Additional resources

- [Documentation](#)

Suggestions for gaining experience

Work as a functional consultant on one or more projects.

Volunteer to help on a customer service consulting project

Complete more hands-on practice.

Take a practice exam

Pass required exam to earn your certification

PL-200

[Microsoft Power Platform Functional Consultant](#)

MB-230

[Microsoft Dynamics 365 Customer Service](#)



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.

Explore these certifications next

Other tracks (Associate)

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

Next level up (Expert)

- [Power Platform Solution Architect](#)