

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

Get started at  
[aka.ms/Dynamics365Certs\\_CustomerServiceConsultant](https://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.*

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

### 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.

### Products featured

- Dynamics 365 Customer Service
- Dynamics 365 Customer Voice

## 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](#)

- Omnichannel for Customer Service
- Power Virtual Agents