

MB-230 Dynamics 365 for customer engagement for Customer Service

Module 0 Course Introduction

- Welcome to Dynamics 365 for customer engagement for Customer Service

Module 1 Customer Service Overview

- Customer Service overview
- Related Service Apps
- Configuring Customer Service
- Analytics and Insights
- Module summary

Module 2 Case Management

- Case Management Overview
- Creating Case Records
- Queue Management
- Case Routing
- Resolving Cases
- Module summary

Module 3 Service Level Management

- SLA and Entitlement overview
- Create and Manage Entitlements
- Create and manage SLAs
- Module summary

Module 4 Knowledge Management

- Knowledge Management Overview
- Authorizing and Organizing
- Use Knowledge Content
- Manage Knowledge Content
- Module summary