

## Introduction to service in Dynamics 365

**Duration: 1 Day**    **Course Code: M-AB6004**    **Delivery Method: Virtual Learning**

### Overview:

Enhance and automate business processes using Dynamics 365 customer engagement apps, while incorporating native interconnectivity with Microsoft 365

This course will teach you how to enhance and automate business processes using Dynamics 365 customer engagement apps, while incorporating native interconnectivity with Microsoft 365. You will also learn to support customers efficiently through AI-driven Dynamics 365 Customer Service, improve customer experience with AI-first omnichannel communication in Dynamics 365 Contact Center, and boost first-time resolution rates for on-site workers using AI-driven Dynamics 365 Field Service.

*Updated Jan 2026*

### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### Target Audience:

This course is tailored for professionals who aim to enhance and automate business processes using Dynamics 365 customer engagement apps, while leveraging native interconnectivity with Microsoft 365. It is ideal for those looking to support customers efficiently through AI-driven Dynamics 365 Customer Service, improve customer experience with AI-first omnichannel communication in Dynamics 365 Contact Center, and boost first-time resolution rates for on-site workers using AI-driven Dynamics 365 Field Service.

### Prerequisites:

Participants are recommended to have a basic understanding of Microsoft Dynamics 365 concepts and general business processes before attending this course.

### Testing and Certification



### Follow-on-Courses:

None

## Content:

Module 1: Introduction to service in Dynamics 365

- Describe the foundations of Dynamics 365 customer engagement apps
- Explore self-service capabilities in Dynamics 365
- Explore case management in Dynamics 365 Contact Center
- Describe workforce management in Dynamics 365 Contact Center
- Utilize onsite service capabilities in Dynamics 365 Field Service
- Describe shared capabilities in Dynamics 365 customer engagement apps

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## Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

[training@globalknowledge.ae](mailto:training@globalknowledge.ae)

[www.globalknowledge.com/en-ae/](http://www.globalknowledge.com/en-ae/)

Global Knowledge, Dubai Knowledge Village, Block 2A, First Floor, Office F68, Dubai, UAE