Transform contact center experiences with AI in Dynamics 365 (AB-250)

Duration: 3 Days **Course Code: M-AB250**

Overview:

Configure and operate an intelligent contact center using Microsoft contact center capabilities and integrated AI features.
In this course, learners focus on deploying and configuring contact center environments, including embedded and standalone modes, connecting data sources and third party Contact Center as a Service (CCaaS) solutions, and enabling Copilot and agent capabilities that enhance the customer and agent experience. The course emphasizes understanding how channels, users, and security settings work together to support scalable and efficient customer engagement.
Updated 6/2026

Target Audience:

This course is intended for implementation professionals who are responsible for designing, configuring, and deploying contact center solutions and want to deepen their skills at the intermediate level. It is designed for learners who already understand basic contact center concepts and are ready to learn how to configure channels, users, security, work distribution, routing strategies, and AI assisted capabilities in real-world implementations. Learners use this course to build confidence in configuring scalable, intelligent contact center solutions that support agent productivity, customer engagement, and supervisor oversight across voice and digital channels.

Objectives:

- **After this course participants should be able to:**
- Configure and operate an intelligent contact centre using Dynamics 365 contact centre capabilities and built-in AI features.
- Deploy contact centre environments in both embedded and standalone modes.
- Integrate data sources and third-party Contact Center as a Service (CCaaS) solutions.
- Enable and configure Copilot and AI-assisted agent capabilities to enhance agent and customer.
- Configure channels, users, security, routing, and work distribution for scalable customer engagement across voice and digital channels.

Prerequisites:

Participants should have:

- Basic understanding of contact centre concepts, including channels, agents, and customer engagement workflows.
- Foundational familiarity with Dynamics 365 Customer Service or similar contact centre solutions.

Testing and Certification

Follow-on-Courses:

None

Content:

Module 1: Implement an AI-powered contact center with Dynamics 365

- Introduction to implementing Dynamics 365 Contact Center
- Configure Dynamics 365 Contact Center core capabilities
- Configure queues in Dynamics 365 Contact Center
- Configure routing in Dynamics 365 Contact Center

Module 2: Configure channels in Dynamics 365 Contact Center

- Configure chat and digital channels in Dynamics 365 Contact Center
- Configure the voice channel in Dynamics 365 Contact Center
- Configure advanced settings for channels in Dynamics 365 Contact Center
- Design and deploy intelligent voice agents in Dynamics 365 Contact Center

Module 3: Empower customer service representatives in Dynamics 365 Contact Center

- Optimize staffing with workforce management in Dynamics 365 Contact Center
- Tailor the agent workspace with experience profiles in Dynamics 365 Contact Center
- Accelerate service delivery with productivity tools in Dynamics 365 Contact Center
- Configure knowledge management in Dynamics 365 Customer Service and Contact Center
- Configure AI agents and Copilot in Dynamics 365 Contact Center

Module 4: Monitor and optimize Dynamics 365 Contact Center with AI-driven insights

- Manage contact center operations with supervisor tools in Dynamics 365 Contact Center
- Reach customers first with proactive engagement in Dynamics 365 Contact Center

Unlock insights with analytics and reporting in Dynamics 365 Contact Center

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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www.globalknowledge.com/en-be/