Introduction to service in Dynamics 365

Duration: 1 Day **Course Code: M-AB6004** **Delivery Method: Company Event**

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

Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

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

Further Information:

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

info@globalknowledge.be

www.globalknowledge.com/en-be/