

Introduction to service in Dynamics 365

Varighed: 1 Day Kursus Kode: M-AB6004 Leveringsmetode: Virtuel deltagelse

Beskrivelse:

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

Virtuel deltagelse

Et V&C Select kursus indholder nøjagtig det samme som et almindeligt kursus. Før kursusstart modtager man kursusmaterialet. Dernæst logger man på kurset via internettet og ser via sin pc den selvsamme præsentation som de øvrige deltagere, man kommunikerer via chat med underviseren og de øvrige deltagere på kurset. Denne uddannelsesmodel er både tids-og omkostningsbesparende og kan være et oplagt alternativ til almindelig klasseundervisning, hvis man f.eks. har et begrænset rejsebudget.

Målgruppe:

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.

Forudsætninger:

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

Test og certificering



Yderligere Kurser:

None

Indhold:

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

Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

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