Introduction to navigating the modern Contact Center

Duration: 1 Day Course Code: M-AB7011

Overview:

Discover how modern contact centers work—explore intelligent routing, omnichannel conversations, and day to day workflows in Dynamics 365 Contact Center.
This course introduces Microsoft Dynamics 365 Contact Center, focusing on its core features and user experiences. Participants will gain an understanding of the platform's work allocation capabilities, learn how conversations are efficiently routed, and explore the day-to-day workflows of both Contact Center representatives and supervisors. By the end of the course, learners will be equipped with the knowledge to navigate and manage the Dynamics 365 Contact Center environment effectively.
Updated 19/4/2026

Target Audience:

This course is intended for you if you're seeking to start your journey using Contact Center as a Service (CCaaS). You aim to grasp how Contact Center as a Service (CCaaS) can benefit your organization by recognizing the importance of modern contact centers, integrating with both first- and third-party CRM systems, and efficiently assisting and resolving support-related challenges. You also seek to communicate seamlessly across multiple channels, enhance customer service representative productivity using AI and collaboration tools, and develop a comprehensive understanding of the essential components that make up CCaaS solutions.

Objectives:

- **By the end of this course, learners will be able to:**
- Build and deploy AI solutions on Azure to extract insights from visual data.
- Analyze images and visual content to derive meaningful insights that support business and application scenarios on Azure
- Implement secure and scalable AI workloads on Azure for visual data processing and analysis.
- Evaluate and optimize visual data AI solutions using Azure-native tools and services.

Prerequisites:

A basic understanding of customer service operations and communication tools is recommended.

Testing and Certification

None

Follow-on-Courses:

None

Content:

Module 1: Work with Dynamics 365 Contact Center IVR

- Get started with Dynamics 365 Contact Center
- Deploy a Voice channel in Dynamics 365 Customer Service
- Set up a Microsoft Copilot Studio agent for voice
- Use Multilingual Voice Agents with IVR in Dynamics 365 Contact Center

Design a Copilot Studio voice agent rule manager for real-time changes to Dynamics 365 Contact Center IVR

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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