

# Microsoft Dynamics 365 Technical Workshop: Implement the Modern Customer Service Experience

**Course Duration: 8 Hours (1 Day)**

## Overview

The Microsoft Dynamics 365 Technical Workshop: Implement the Modern Customer Service Experience certification is about mastering the technical aspects of Deploying Dynamics 365 for Customer Service. It focuses on teaching participants how to implement and configure the platform's customer service capabilities to enhance the customer experience. Industries use this knowledge to leverage Dynamics 365's tools for Automating service processes, streamlining customer interactions, and Optimizing support operations. This certification ensures professionals have the expertise to configure case management, set up service-level agreements (SLAs), and use analytics for service improvement, all crucial for building modern, efficient customer service solutions within various business contexts.

## Audience Profile

- Dynamics 365 consultants and developers
- Technical solution architects
- IT professionals who implement customer service solutions
- Customer engagement specialists
- CRM system administrators and customizers
- Business analysts focusing on service operations

## Course Syllabus

- **Module 01:** Manage cases with Dynamics 365 Customer Service
- **Module 02:** Create and manage entitlements in Dynamics 365 Customer Service
- **Module 03:** Manage Service Level Agreements (SLAs) with Dynamics 365 Customer Service
- **Module 04:** Create knowledge management solutions in Dynamics 365 Customer Service
- **Module 05:** Examine available routing options
- **Module 06:** Create custom apps for Dynamics 365 Customer Service
- **Lab Capstone:** Build a Dynamics 365 Customer Service solution for an organization