

Transform contact center experiences with AI in Dynamics 365

OEM: Microsoft • Duration: 4 Days (32 hrs) • Code: AB-250T00-A

COURSE MODULES & TOPICS

Introduction to implementing Dynamics 365 Contact Center

- Introduction
- Explore core capabilities
- Explore contact center architecture
- Security governance compliance
- Ccai overview
- Cost and licensing
- Knowledge check
- Summary

Configure Dynamics 365 Contact Center core capabilities

- Introduction
- Explore copilot service admin center
- Configure copilot service workspace
- Configure extend connectors
- Set up copilot agents
- Manage users contact center
- Configure alm contact center
- Knowledge check
- Summary

Configure queues in Dynamics 365 Contact Center

- Introduction
- Create manage queues
- Manage queue availability
- Control queue behavior
- Knowledge check
- Summary

Configure routing in Dynamics 365 Contact Center

- Introduction
- Configure workstreams work classification
- Configure engagement agent
- Configure routing
- Troubleshoot routing diagnostics
- Knowledge check
- Summary

Configure chat and digital channels in Dynamics 365 Contact Center

- Introduction
- Overview channels
- Configure digital channels
- Configure chat channel
- Configure advanced chat settings
- Configure custom channel
- Knowledge check
- Summary

Configure the voice channel in Dynamics 365 Contact Center

- Introduction
- Set up provision voice channel
- Set up voice workstream
- Define voice queues
- Make receive calls
- Integrate ivr voice channel
- Analytics reports call insights
- Knowledge check
- Summary

Configure advanced settings for channels in Dynamics 365 Contact Center

- Introduction
- Manage advanced conversation settings
- Configure advanced message settings
- Configure timeline
- Configure channel integration framework
- Configure feedback copilot studio
- Knowledge check
- Summary

Design and deploy intelligent voice agents in Dynamics 365 Contact Center

- Introduction

- Orchestration modes
- Customize voice agents
- Multilingual voice agents
- Security compliance
- Knowledge check
- Summary

Optimize staffing with workforce management in Dynamics 365 Contact Center

- Introduction
- Explore workforce management capabilities
- Configure forecasting
- Configure shift management scheduling
- Integrate third party
- Knowledge check
- Summary

Tailor the agent workspace with experience profiles in Dynamics 365 Contact Center

- Introduction
- Create configure experience profiles
- Configure templates
- Configure inbox
- Knowledge check
- Summary

Accelerate service delivery with productivity tools in Dynamics 365 Contact Center

- Introduction
- Configure scripts macros
- Enable custom productivity panels
- Enable teams collaboration
- Extend productivity tools
- Knowledge check
- Summary

Configure knowledge management in Dynamics 365 Customer Service and Contact Center

- Introduction
- Knowledge management overview
- Creating and defining knowledge articles
- Configure knowledge agent
- Managing article versions categories translations
- Configure internal knowledge search
- Integrate external knowledge sources

- Knowledge check
- Summary

Configure AI agents and Copilot in Dynamics 365 Contact Center

- Introduction
- AI landscape overview
- Customer assist agent
- Quality assurance agent
- Service operations agent
- Configure copilot features
- Extend copilot plugins
- Knowledge check
- Summary

Manage contact center operations with supervisor tools in Dynamics 365 Contact Center

- Introduction
- Enable supervisor controls
- Monitor conversations screen recording
- Supervisor analytics
- Knowledge check
- Summary

Reach customers first with proactive engagement in Dynamics 365 Contact Center

- Introduction
- Set up proactive engagement
- Configure proactive campaigns
- Set up proactive outbound dashboard
- Knowledge check
- Summary

Unlock insights with analytics and reporting in Dynamics 365 Contact Center

- Introduction
- Out of box analytics
- Customize power bi
- Application insights
- Knowledge check
- Summary