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OMNICHANNEL PROVISIONING

## Lab Prerequisites

1. Office 365 Setup
2. Admin center

## Goals for this Lab

After this lesson, you will be able to : Provision an Omnichannel for customer service add-on.

## Scenario : Getting access to Omnichannel for Customer Service

### Task 1 : Getting the license and assign to the user

1. Go to Microsoft Admin Center (<https://admin.microsoft.com/>). Navigate to Billing 🡪 Purchase Services. Look for Dynamics 365 Customer Service Enterprise and click Details.  
     
   Graphical user interface, text, application

   Description automatically generated
2. Click Add-ons and go to Dynamics 365 Customer Service Digital Messaging add-on Trial. Click Details.  
     
   Graphical user interface, text, application, email

   Description automatically generated
3. Inside Dynamics 365 Customer Service Digital Messaging add-on, click on Start free trial.  
     
   Graphical user interface, text, application

   Description automatically generated

1. After you get confirmation that the trial is provisioned, go back to Microsoft Admin Center, and go to Users 🡪 Active users. Choose whichever user account that you want to use with Omnichannel, and assign “Digital messaging add-on” and “Dynamics 365 Customer Service Enterprise” on it.  
     
   Graphical user interface, text, application

   Description automatically generated

### Task 2 : Making sure the environment is properly provisioned

1. Go to Microsoft Admin Center, and navigate to Admin Centers 🡪 All Admin centers 🡪 Dynamics 365 Apps.  
     
   Graphical user interface, text, application, email

   Description automatically generated
2. Select your environment.  
     
   Graphical user interface, application, email

   Description automatically generated
3. Under Resources, select “Dynamics 365 apps”  
     
   Graphical user interface, application

   Description automatically generated
4. Please review and make sure all of this 7 Omnichannel services is already installed.  
     
   Graphical user interface, application

   Description automatically generated
5. If you have one or more not installed, please let your proctor know.