

Microsoft Dynamics 365 for Customer Service (DYN-365CS)

Duration: **5 days**

Prerequisites

Readiness recommends you have:

1. A working knowledge of Dynamics CRM 2011 or later versions
2. Understanding of Customer Service Processes within businesses

Do you have what it takes?

We'll help you decide – Call us to discuss your technical background, experience and qualifications to determine how we can help you succeed in this Readiness course. Just call us and speak to one of our enrolment consultants.

Course Objectives

Get your Microsoft Dynamics 365 for Customer Service training and certification in just 4 days and learn more than you could imagine.

During your 4-day Certification and Training Programmed, you will live, learn, and take the exams at one of our state-of-the-art education centers.

You will get hands-on experience in using Customer Service through the lab exercises.

You'll also gain an understanding of the following Dynamics 365 for Customer Service topics:

1. Configure Customer Service
2. Cases
3. Knowledge Base
4. SLAs and Entitlements
5. Queues and Record Creation / Routing
6. Customer Service Hub
7. Customer Service Analytics
8. Voice of the Customer Surveys
9. Introduction to Field Service
10. Understand how to use the Unified Service Desk

The focus is on the using and understanding the functionality of Customer Service and how it can be used within a service organization.

The course describes the case management process and how the supporting functionality can be used to aid in the creation and resolution of customer issues, complaints and requests.

Topics such as Queues, Routing and SLAs are covered.

Functionality available with Dynamics 365 such as Social Engagement, Field Service, Unified Service Desk, and Voice of the Customer are explained.

This course provides the skills to successfully use and manage Dynamics 365 for Customer Service.

If you have the Microsoft MCSA: Microsoft Dynamics 365 then this course will help you achieve the MCSE: Business Applications

At Readiness, we know your time is valuable. That's why we give you the opportunity to gain your Microsoft Dynamics 365 for Customer Service training and certification in just 4 days. We provide the best conditions for you to learn.

With us by your side, encouraging and guiding you along the way, you can enjoy 4 intense, focused days of quality learning in a distraction free environment.

Your expert instructor will be working with Readyness unique accelerated learning methods, which include our exclusive lecture/lab/review methodology with real life cases putting you in the best possible position to learn and retain knowledge and pass your exams. Sitting your Microsoft Dynamics 365 for Customer Service course with Readiness means:

1. You'll get more hours of training per day, allowing you to get Dynamics 365 for Customer Service trained and certified faster and more cost-effectively than with any other training provider.
2. You will be trained by one of the most expert instructors in the world.
3. You can focus purely on learning in our distraction free environment.
4. Dedicated onsite support and access to your classroom at all hours.
5. The price you pay is all-inclusive and covers all course materials, exams, transportation service, accommodation and meals.
6. The Certification Guarantee allows you to train again for free, if you do not pass first time. You only pay for any exams and labs, and accommodation.