

Dynamics 365 for Customer Service Functional Consultant Associate Training

COURSE CONTENT

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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

The Dynamics 365 for Customer Service Functional Consultant Associate Training offered by Multisoft Systems is designed to equip participants with the skills and knowledge necessary to become proficient in Microsoft Dynamics 365 customer service functionalities.

Module 1: Perform discovery, planning, and analysis

- ✓ Create and validate documentation
- ✓ Perform continuous collaboration with the customer

Module 2: Manage user experience design

- ✓ Create and configure apps
- ✓ Create and configure templates
- ✓ Create and manage processes

Module 3: Manage entities and data

- ✓ Modify an existing data model
- ✓ Import and export data
- ✓ Manage data

Module 4: Implement security

- ✓ Configure security in Office 365
- ✓ Configure security settings

Module 5: Implement integration

- ✓ Configure Outlook add-in
- ✓ Configure email integration
- ✓ Integrate with Office 365
- ✓ Create, configure, and maintain Microsoft Flows

Module 6: Perform solutions deployment and testing

- ✓ Manage environments
- ✓ Manage applications
- ✓ Perform system administration

- ✓ Perform quality assurance
- ✓ Manage solutions

Module 7: Perform configuration

- ✓ Configure sales settings
- ✓ Configure processes
- ✓ Create and configure sales visualizations
- ✓ Configure integration with external sales applications

Module 8: Manage cases and the knowledge base

- ✓ Create and manage cases
- ✓ Create and manage the knowledge base

Module 9: Manage queues, entitlements, and SLAs

- ✓ Create and manage queues
- ✓ Create and manage entitlements
- ✓ Create and manage SLAs

Module 10: Configure voice of the customer

- ✓ Create surveys
- ✓ Preview, test, and publish surveys
- ✓ Manage survey responses