

MB-230: Microsoft Dynamics 365 Customer Service Functional Consultant Training

COURSE CONTENT

GET IN TOUCH



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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 MB-230: Microsoft Dynamics 365 Customer Service Functional Consultant Training is a specialized course designed by Multisoft Systems to equip professionals with the skills and knowledge necessary to implement and manage customer service operations using Microsoft Dynamics 365. This training is ideal for those aiming to become functional consultants in customer service, focusing on leveraging the capabilities of Dynamics 365 to enhance customer experiences and streamline service operations.

Module 1: Perform discovery, planning, and analysis

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

Module 2: Working with Opportunities

- ✓ Manage customers
- ✓ Working with opportunities
- ✓ Embedded intelligence
- ✓ Playbooks
- ✓ Integrated sales tools
- ✓ Module summary

Module 3: Quotes to Orders

- ✓ Order processing overview
- ✓ Manage product catalog
- ✓ Create and manage quotes
- ✓ Create and manage orders and invoices
- ✓ Module summary

Module 4: Sales Analytics and Insights

- ✓ Overview
- ✓ Power BI
- ✓ AI for Sales
- ✓ Module summary