

## Course duration

- 1 day

## Course Benefits

- Learn to install and configure the customer service app.
- Learn to identify common customer service scenarios.
- Learn to complete a case resolution process.
- Learn to analyze customer service data.
- Learn to automate case management record processing.
- Learn to create and use knowledge articles.
- Learn to create and use entitlements and service level agreements .

Microsoft Certified Partner

Webucator is a Microsoft Certified Partner for Learning Solutions (CPLS). This class uses official Microsoft courseware and will be delivered by a Microsoft Certified Trainer (MCT).

## Course Outline

1. Customer Service Overview
  1. Create case records
  2. Related service apps
  3. Analytics for service
  4. AI for service
  5. Configuring customer service
  6. Module summary
2. Case Management
  1. Case management overview
  2. Creating case records
  3. Queue management
  4. Case routing
  5. Resolving cases
  6. Module summary
3. Service Level Agreements and Entitlements
  1. SLA and entitlement overview
  2. Create and manage entitlements
  3. Create and manage SLAs
  4. Module summary

4. Knowledge Management
  1. Knowledge management overview
  2. Authoring and organizing
  3. Use knowledge content
  4. Manage knowledge content
  5. Module summary

## Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.

### Class Prerequisites

Experience in the following *is required* for this Dynamics 365 class:

- This course is designed for persons who are aspiring to the Microsoft 365 Enterprise Admin role and have completed one of the Microsoft 365 work load administrator certification paths.