Introduction to service in Dynamics 365

Category: Business Applications | **Vendor:** Microsoft

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

This course will teach you how to enhance and automate business processes using Dynamics 365 customer engagement apps, while incorporating native interconnectivity with Microsoft 365. You will also learn to support customers efficiently through AI-driven Dynamics 365 Customer Service, improve customer experience with AI-first omnichannel communication in Dynamics 365 Contact Center, and boost first-time resolution rates for on-site workers using AI-driven Dynamics 365 Field Service.

About This Course

- Describe the foundations of Dynamics 365 customer engagement apps
- Explore self-service capabilities in Dynamics 365
- Explore case management in Dynamics 365 Contact Center
- Describe workforce management in Dynamics 365 Contact Center
- Utilize onsite service capabilities in Dynamics 365 Field Service
- Describe shared capabilities in Dynamics 365 customer engagement apps

Who Should Attend

This course is tailored for professionals who aim to enhance and automate business processes using Dynamics 365 customer engagement apps, while leveraging native interconnectivity with Microsoft 365. It is ideal for those looking to support customers efficiently through AI-driven Dynamics 365 Customer Service, improve customer experience with AI-first omnichannel communication in Dynamics 365 Contact Center, and boost first-time resolution rates for on-site workers using AI-driven Dynamics 365 Field Service.

Frequently Asked Questions

Q: What delivery options are available for Introduction to service in Dynamics 365?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 1-day Introduction to service in Dynamics 365 course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Introduction to service in Dynamics 365 training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Introduction to service in Dynamics 365?

Yes, we provide corporate training, dedicated training, and closed classes for Introduction to service in Dynamics 365. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: Introduction to service in Dynamics 365, Microsoft Dynamics 365, AB-6004

Q: Why choose Nexus Human for Introduction to service in Dynamics 365?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Introduction to service in Dynamics 365 training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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