MB-230T01: Implement customer service solutions using Microsoft Dynamics 365 Customer Service

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

Duration: 4.00 hours (1 days) **3.3 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	vILT
Certification:	Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate
Related Exam:	MB-230

Prerequisites & Entry Requirements

General Prerequisites:

Cisco Certified Networking Associate v2.0 certification

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and

AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in

WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as

the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing

mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need

for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and

AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in

WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as

the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing

mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course ObjectivesExplain the need for QoS, describe the fundamentals of QoS policy, and identify and describe the different models that are used for ensuring QoS in a networkExplain the use of MQC and AutoQoS to implement QoS on the network and describe some of the mechanisms used to monitor QoS implementationsGiven a converged network and a policy defining QoS on the network and describe some of the mechanisms used to monitor QoS implementationsUse Cisco QoS queuing mechanisms to manage network congestionUse Cisco QoS congestion avoidance mechanisms to reduce the effects of congestion on the networkDescribe how link efficiency mechanisms can be used collectively to improve bandwidth efficiency and reduce delayDescribe the need for wireless QoS in WLANs due to the expansion of high-bandwidth data applications and time-sensitive multimedia applications in vertical and enterprise environments, and the need for a unified approach to support multi-vendor time-sensitive applications and accelerate the adoption rate of QoSDescribe the need for QoS in modern Software-Defined Networks (SDN) for ensuring reliable performance of crucial applications and servicesDescribe the steps and best practices for optimally deploying QoS and understand the network elements involved in an enterprise end-to-end QoS deployment, as well as the importance of QoS interaction between the enterprise and service provider networks, Course Object

Detailed Course Outline

Introduction to QoS, Introduction to QoS, Introduction to QoS, Implement and Monitor QoS, Implement and Monitor QoS, Implement and Monitor QoS, Classification, Classification, Classification, Marking, Marking, Marking, Congestion Management, Congestion Management, Congestion Management, Congestion Avoidance, Congestion Avoidance, Congestion Avoidance, Traffic Policing and Shaping, Traffic Policing and Shaping, Traffic Policing and Shaping, Link Efficiency Mechanisms, Link Efficiency

Mechanisms, Link Efficiency Mechanisms, Introducing QoS for Modern Wireless Networks, Introducing QoS for Modern Wireless Networks, Introducing QoS for Modern Wireless Networks, Introducing QoS for Software-Defined Networks, Introducing QoS for Software-Defined Networks, Introducing QoS for Software-Defined Networks, Deploying End-to-End QoS, Deploying End-to-End QoS, Deploying End-to-End QoS, Lab Outline, Lab Outline, Lab Outline

□□ Certification Path

Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate

Exam: MB-230

Frequently Asked Questions

Q: What delivery options are available for MB-230T01: Implement customer service solutions using Microsoft Dynamics 365 Customer Service?

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: What certification does this course prepare me for?

The MB-230T01: Implement customer service solutions using Microsoft Dynamics 365 Customer Service course helps prepare you for the Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the MB-230 official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 1-day MB-230T01: Implement customer service solutions using Microsoft Dynamics 365 Customer Service course provides up to 3.3 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the MB-230T01: Implement customer service solutions using Microsoft Dynamics 365 Customer Service training?

The training takes place over 1 day(s), with each day lasting approximately 4.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for MB-230T01: Implement customer service solutions using Microsoft Dynamics 365 Customer Service?

Yes, we provide corporate training, dedicated training, and closed classes for MB-230T01: Implement customer service solutions using Microsoft Dynamics 365 Customer Service. 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: MB-230T01: Implement customer service solutions using Microsoft Dynamics 365 Customer Service, Microsoft, vILT, MB-230T01

Q: Why choose Nexus Human for MB-230T01: Implement customer service solutions using Microsoft Dynamics 365 Customer Service?

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 MB-230T01: Implement customer service solutions using Microsoft Dynamics 365 Customer Service training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 14/11/2026.