INTRODUCTION TO SERVICE IN DYNAMICS 365 (AB-6004)

Course Code: 834120

Enhance and automate business processes using Dynamics 365 customer engagement apps, while incorporating native interconnectivity with Microsoft 365

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.

Who Needs to 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.

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CLASSROOM LIVE	$675 CAD	1 Day

Classroom Live Outline

Module 1: Introduction to service in Dynamics 365

- 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

INTRODUCTION TO SERVICE IN DYNAMICS 365 (AB-6004)

Course Code: 834120

VIRTUAL CLASSROOM LIVE	$675 CAD	1 Day

Virtual Classroom Live Outline

Module 1: Introduction to service in Dynamics 365

- 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

Jun 12 - 12, 2026 | 9:00 AM - 5:00 PM EDT

Sep 11 - 11, 2026 | 9:00 AM - 5:00 PM EDT

Dec 11 - 11, 2026 | 9:00 AM - 5:00 PM EST

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

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