

TRANSFORM CONTACT CENTER EXPERIENCES WITH AI IN DYNAMICS 365 (AB-250)

Course Code: 834132

Configure and operate an intelligent contact center using Microsoft contact center capabilities and integrated AI features.

In this course, learners focus on deploying and configuring contact center environments, including embedded and standalone modes, connecting data sources and third-party Contact Center as a Service (CCaaS) solutions, and enabling Copilot and agent capabilities that enhance the customer and agent experience. The course emphasizes understanding how channels, users, and security settings work together to support scalable and efficient customer engagement.

What You'll Learn

- Configure and operate an intelligent contact centre using Dynamics 365 contact centre capabilities and built-in AI features.
- Deploy contact centre environments in both embedded and standalone modes.
- Integrate data sources and third-party Contact Center as a Service (CCaaS) solutions.
- Enable and configure Copilot and AI-assisted agent capabilities to enhance agent and customer.
- Configure channels, users, security, routing, and work distribution for scalable customer engagement across voice and digital channels.

Who Needs to Attend

This course is intended for implementation professionals who are responsible for designing, configuring, and deploying contact center solutions and want to deepen their skills at the intermediate level. It is designed for learners who already understand basic contact center concepts and are ready to learn how to configure channels, users, security, work distribution, routing strategies, and AI-assisted capabilities in real-world implementations. Learners use this course to build confidence in configuring scalable, intelligent contact center solutions that support agent productivity, customer engagement, and supervisor oversight across voice and digital channels.

Prerequisites

- Basic understanding of contact centre concepts, including channels, agents,

and customer engagement workflows.

- Foundational familiarity with Dynamics 365 Customer Service or similar contact centre solutions.

TRANSFORM CONTACT CENTER EXPERIENCES WITH AI IN DYNAMICS 365 (AB-250)

Course Code: 834132

CLASSROOM LIVE

\$2,295 USD

3 Day

TRANSFORM CONTACT CENTER EXPERIENCES WITH AI IN DYNAMICS 365 (AB-250)

Course Code: 834132

VIRTUAL CLASSROOM LIVE

\$2,295 USD

3 Day

Jun 22 - 24, 2026 | 9:00 AM - 5:00 PM EDT

Aug 5 - 7, 2026 | 12:00 - 8:00 PM EDT

Sep 14 - 16, 2026 | 9:00 AM - 5:00 PM EDT

Dec 7 - 9, 2026 | 9:00 AM - 5:00 PM EST

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

Date created: 5/24/2026 7:05:10 PM

Copyright © 2026 Global Knowledge Training LLC. All Rights Reserved.