Introduction to navigating the modern Contact Center Training

Duration: **1 Day**

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This course introduces Microsoft Dynamics 365 Contact Center, focusing on its core features and user experiences. Participants will gain an understanding of the platform's work allocation capabilities, learn how conversations are efficiently routed, and explore the day-to-day workflows of both Contact Center representatives and supervisors. By the end of the course, learners will be equipped with the knowledge to navigate and manage the Dynamics 365 Contact Center environment effectively.

Prerequisites

There are no specific prerequisites for this course.

Target Audience

This course is intended for you if you're seeking to start your journey using Contact Center as a Service (CCaaS). You aim to grasp how Contact Center as a Service (CCaaS) can benefit your organization by recognizing the importance of modern contact centers, integrating with both first- and third-party CRM systems, and efficiently assisting and resolving support-related challenges. You also seek to communicate seamlessly across multiple channels, enhance customer service representative productivity using AI and collaboration tools, and develop a comprehensive understanding of the essential components that make up CCaaS solutions.

What You Will Learn

By the end of this course, learners will be able to:

- Describe the purpose, core capabilities, and end-to-end workflow coverage of Dynamics 365 Contact Center (channels, self-service, routing, agent experience, and operations).
- Identify the key administration and configuration areas for Dynamics 365 Contact Center, including connectors, channels, unified routing, and contact center management.
- Configure and deploy the Voice channel in Dynamics 365 Customer Service, including provisioning, queues, workstreams, call routing, and calling operations.
- Set up a Microsoft Copilot Studio agent for voice (IVR), including required extensions and handoff to a customer service application.
- Plan and implement advanced voice scenarios, including multilingual IVR experiences and rule-based, real-time updates to IVR flows using Power Apps.