

# MB-230T01 Dynamics 365 for Customer Engagement for Customer Service

| **Vendor:** Microsoft

**Duration:** 32.00 hours (4 days)

**26.0 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

Microsoft Dynamics 365 for Customer Service offers any organization an opportunity for customer success. Using tools such as automatic case creation and queue management frees up time to dedicate where a greater impact can be made, directly with customers. Our team of globally recognized experts take students step by step, from creating cases, to interacting with customers, to resolving those cases. Once those cases are resolved, students will learn from data analysis the key details to help resolve similar cases faster or avoid new issues altogether.

## About This Course

Microsoft Dynamics 365 for Customer Service offers any organization an opportunity for customer success. Using tools such as automatic case creation and queue management frees up time to dedicate where a greater impact can be made, directly with customers.

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## Who Should Attend

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A Dynamics 365 Customer Engagement Functional Consultant is responsible for performing discovery, capturing requirements, engaging subject matter experts and stakeholders, translating requirements, and configuring the solution and applications. The Functional Consultant implements a solution using out-of-the-box capabilities, codeless extensibility, application, and service integrations.

# Learning Outcomes

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

Install and configure the customer service app

Identify common customer service scenarios

Complete a case resolution process

Analyze customer service data

Automate case management record processing

Create and use knowledge articles

Create and use entitlements and service level agreements

## Additional Course Details

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Nexus Humans MB-230T01 Dynamics 365 for Customer Engagement for Customer Service training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the MB-230T01 Dynamics 365 for Customer Engagement for Customer Service course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for MB-230T01 Dynamics 365 for Customer Engagement for 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
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## **Q: How many CPD hours does this course provide?**

The 4-day MB-230T01 Dynamics 365 for Customer Engagement for Customer Service course provides up to 26.0 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the MB-230T01 Dynamics 365 for Customer Engagement for Customer Service training?**

The training takes place over 4 day(s), with each day lasting approximately 32.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for MB-230T01 Dynamics 365 for Customer Engagement for Customer Service?**

Yes, we provide corporate training, dedicated training, and closed classes for MB-230T01 Dynamics 365 for Customer Engagement for 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.

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## Q: Why choose Nexus Human for MB-230T01 Dynamics 365 for Customer Engagement for 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

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## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your MB-230T01 Dynamics 365 for Customer Engagement for 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](mailto:info@nexushuman.com)

 Website: [www.nexushuman.com](http://www.nexushuman.com)

 Phone: +353 1 XXX XXXX (Ireland) | +44 20 XXXX XXXX (UK)