



Course Code: **M1789**

MB-230 Microsoft Certified Dynamics 365 Customer Service Functional Consultant Associate

COURSE INFORMATION

Sessions
4 days

Duration
30 hrs

Level
Beginner

Assessment
NA

VENUE

Address: 3/5 Esan Close, College Estate, Off Oko Oloyun Street, Off Isheri-Igando Expressway, Igando Lagos, Nigeria 100216.

WHAT'S THIS COURSE ABOUT

Topic 1 Work with cases in Dynamics 365 Customer Service

Get started with Dynamics 365 Customer Service

Managing cases with Dynamics 365 Customer Service Hub

Manage cases with Dynamics 365 Customer Service workspace

Use Microsoft Dynamics 365 Customer Service queues to manage case workloads

Service representative collaboration in Dynamics 365 Customer Service

Configure Copilot in Dynamics 365 Customer Service

Create or update records automatically in Customer Service Hub

Topic 2 Work with entitlements and...

COURSE FEE

Full Fee NGN 340,000.00

CERTIFICATION

- **Certificate of Completion from Tertiary Courses** - Upon meeting at least 75% attendance and passing the assessment(s), participants will receive a Certificate of Completion from Tertiary Courses.

REGISTRATION

<https://www.tertiarycourses.com.ng/mb-230-microsoft-certified-dynamics-365-customer-service-functional-consultant-associate.html>



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