

MICROSOFT OFFICIAL CURRICULUM

Microsoft

AB-250T00

Transform contact center experiences with AI in Dynamics 365

Official Microsoft Learn-aligned instructor-led program for Transform contact center experiences with AI in Dynamics 365.

Microsoft Dynamics 365 & Power Platform Solutions

Intermediate

Dynamics Contact Center

DURATION
3 days

LEVEL
Intermediate

FORMAT
Virtual, On-site, or Hybrid

CERTIFICATION
AB-250T00

AUDIENCE PROFILE

Built for these roles

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.

OVERVIEW

Executive overview

This course teaches learners how to configure and operate an intelligent contact center using Microsoft contact center capabilities and integrated AI features. 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.

PROGRAM OUTCOMES

Capabilities your teams will gain

- Strengthen capability in microsoft dynamics 365 & power platform solutions scenarios
- Strengthen capability in dynamics contact center scenarios
- Strengthen capability in role-based scenarios

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ENTERPRISE CUSTOMIZATION

Enterprise customization

Tailor this program to your organization's priorities: Builds current Microsoft credential readiness for Transform contact center experiences with AI in Dynamics 365 using the official Microsoft Learn outline.

Customization options

- Align labs to your production environment and platform priorities
- Add readiness reviews and instructor-led practice sessions
- Extend into project-specific architecture or delivery coaching

CURRICULUM

Curriculum roadmap

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MODULE 1

Implement an AI-powered contact center with Dynamics 365

Learn to implement an AI-powered Dynamics 365 Contact Center. Explore AI-driven architecture and deployment models, configure Copilot and AI agents, set up intelligent queues and routing rules, and automate work classification across every channel.

- Introduction to implementing Dynamics 365 Contact Center
- Configure Dynamics 365 Contact Center core capabilities
- Configure queues in Dynamics 365 Contact Center
- Configure routing in Dynamics 365 Contact Center

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MODULE 2

Configure channels in Dynamics 365 Contact Center

Learn to configure every customer-facing channel in Dynamics 365 Contact Center. Set up chat and digital messaging channels, provision the voice channel with Teams Phone, apply advanced conversation settings, and deploy intelligent voice agents with multilingual support and compliant call recording.

- Configure chat and digital channels in Dynamics 365 Contact Center
- Configure the voice channel in Dynamics 365 Contact Center
- Configure advanced settings for channels in Dynamics 365 Contact Center
- Design and deploy intelligent voice agents in Dynamics 365 Contact Center

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MODULE 3

Empower customer service representatives in Dynamics 365 Contact Center

Learn to empower customer service representatives in Dynamics 365 Contact Center. Customize the agent workspace with experience profiles, configure scripts and macros to boost productivity, build a knowledge base with AI-assisted authoring, and deploy AI agents and Copilot features that surface the right answer at the right moment.

- Optimize staffing with workforce management in Dynamics 365 Contact Center
- Tailor the agent workspace with experience profiles in Dynamics 365 Contact Center
- Accelerate service delivery with productivity tools in Dynamics 365 Contact Center
- Configure knowledge management in Dynamics 365 Customer Service and Contact Center
- Configure AI agents and Copilot in Dynamics 365 Contact Center

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MODULE 4

Monitor and optimize Dynamics 365 Contact Center with AI-driven insights

Learn to monitor and optimize Dynamics 365 Contact Center using AI-driven insights. Configure supervisor tools for real-time conversation oversight, run proactive outbound campaigns, extend analytics with Power BI and Microsoft Fabric, and use AI-powered workforce management to forecast demand and schedule representatives.

- Manage contact center operations with supervisor tools in Dynamics 365 Contact Center
- Reach customers first with proactive engagement in Dynamics 365 Contact Center
- Unlock insights with analytics and reporting in Dynamics 365 Contact Center

PRIVATE DELIVERY

Plan a private cohort for your team

Scope delivery format, role mix, and rollout timeline with our solutions team.

Plan Private Delivery

Book advisory call

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