

MICROSOFT OFFICIAL CURRICULUM

Microsoft

AB-6004

Introduction to service in Dynamics 365

Official Microsoft Learn-aligned instructor-led program for Introduction to service in Dynamics 365.

Microsoft Dynamics 365 & Power Platform Solutions

Beginner

Dynamics Customer Service

DURATION
1 day

LEVEL
Beginner

FORMAT
Virtual, On-site, or Hybrid

CERTIFICATION
AB-6004

AUDIENCE PROFILE

Built for these roles

This course is tailored for professionals who aim to enhance and automate business processes using Dynamics 365 customer engagement apps, while leveraging native interconnectivity with Microsoft 365. It is ideal for those looking to support customers efficiently through AI-driven Dynamics 365 Customer Service, improve customer experience with AI-first omnichannel communication in Dynamics 365 Contact Center, and boost first-time resolution rates for on-site workers using AI-driven Dynamics 365 Field Service.

OVERVIEW

Executive overview

This course will teach you how to enhance and automate business processes using Dynamics 365 customer engagement apps, while incorporating native interconnectivity with Microsoft 365. You will also learn to support customers efficiently through AI-driven Dynamics 365 Customer Service, improve customer experience with AI-first omnichannel communication in Dynamics 365 Contact Center, and boost first-time resolution rates for on-site workers using AI-driven Dynamics 365 Field Service.

PROGRAM OUTCOMES

Capabilities your teams will gain

- Strengthen capability in microsoft dynamics 365 & power platform solutions scenarios
- Strengthen capability in dynamics customer service scenarios
- Strengthen capability in role-based scenarios

TALK TO US

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OFFICE

DLF Cyber City, Gurugram
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Azure · AI · Data · Power Platform

ENTERPRISE CUSTOMIZATION

Enterprise customization

Tailor this program to your organization's priorities: Builds current Microsoft credential readiness for Introduction to service 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

Introduction to service in Dynamics 365

Explore how Dynamics 365 service apps support AI-powered business through autonomous agents, intelligent scheduling, Copilot-driven service experiences, and embedded analytics to streamline customer interactions and optimize operational efficiency.

- Describe the foundations of Dynamics 365 customer engagement apps
- Explore self-service capabilities in Dynamics 365
- Explore case management in Dynamics 365 Contact Center
- Describe workforce management in Dynamics 365 Contact Center
- Utilize onsite service capabilities in Dynamics 365 Field Service
- Describe shared capabilities in Dynamics 365 customer engagement apps

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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