

MICROSOFT OFFICIAL CURRICULUM

Microsoft

AB-7011

Introduction to navigating the modern Contact Center

Official Microsoft Learn-aligned instructor-led program for Introduction to navigating the modern Contact Center.

Microsoft Dynamics 365 & Power Platform Solutions

Beginner

Dynamics Contact Center

DURATION
1 day

LEVEL
Beginner

FORMAT
Virtual, On-site, or Hybrid

CERTIFICATION
AB-7011

AUDIENCE PROFILE

Built for these roles

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.

OVERVIEW

Executive overview

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.

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

ENTERPRISE CUSTOMIZATION

Enterprise customization

Tailor this program to your organization's priorities: Builds current Microsoft credential readiness for Introduction to navigating the modern Contact Center 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

1

MODULE 1

Introduction to navigating the modern Contact Center

Learn about Dynamics 365 Contact Center.

- Explore Dynamics 365 Contact Center
- Describe work allocation capabilities
- Describe Dynamics 365 Contact Center representative experience
- Describe Dynamics 365 Contact Center supervisor experience

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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