

AB-7011: Introduction to navigating the modern Contact Center

Course Description

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.

Course Duration

1 day

Course Outline

1 - Get started with Dynamics 365 Contact Center

- Overview of Dynamics 365 Contact Center
- Administer Dynamics 365 Contact Center
- Next generation self-service
- Integration with non-Microsoft services
- Service representative experience for Dynamics 365 Contact Center
- Connectors
- Channels in Dynamics 365 Contact Center
- Unified routing in Dynamics 365 Contact Center
- Contact center management

2 - Deploy a Voice channel in Dynamics 365 Customer Service

- Set up and provision the Voice channel
- Define voice queues
- Set up a voice workstream
- Call routing
- Make and receive calls
- Historical analytics, reports, and call insights

3 - Set up a Microsoft Copilot Studio agent for voice

- Deploy the necessary extensions
- Set up the handoff to your customer service application
- Set up for voice

4 - Use Multilingual Voice Agents with IVR in Dynamics 365 Contact Center

- Prerequisites and setup for configuring multilingual voice agents
- Configure for mid-call language switch use case
- Configure for language by dialed number use case
- Escalation to agent based on the language
- Important configuration information

5 - Design a Copilot Studio voice agent rule manager for real-time changes to Dynamics 365 Contact Center IVR

- Create a dynamic welcome message in Power Apps
- Create a user-friendly UI for business administrators

- Create your Copilot agent
- Test the agent
- Update the welcome message dynamically
- Test the Copilot agent with the new message

Who Should Attend

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.