



AB-7011: Introduction to Navigating the Modern Contact Center

Course ID #: 7000-1161-ZZ-Z

Hours: 7

Course Content

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.

Course Objectives:

- Gain an understanding of the platform's work allocation capabilities.
- Learn how conversations are efficiently routed.
- Understand the day-to-day workflows of both Contact Center representatives and supervisors.
- The knowledge on how to navigate and manage the Dynamics 365 Contact Center environment effectively.

Prerequisites:

None

Target Audience:

Individuals seeking to start their journey using Contact Center as a Service (CCaaS), including those who want to understand how CCaaS can benefit their organization, integrate with CRM systems, communicate across multiple channels, and enhance customer service representative productivity with AI and collaboration tools

Topics:

- Microsoft Dynamics 365 Contact Center overview and CCaaS concepts
- Work allocation and conversation routing
- Contact Center representative workflows and tools
- Supervisor workflows and management capabilities
- Multi-channel communication
- CRM integration (first-party and third-party)
- AI and collaboration tools for agent productivity

- Register for this class by visiting us at:
 - www.tcworkshop.com or calling us at 800-639-3535



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NASBA Information

Level: Intermediate

Attendance Requirement: To be awarded the full credit hours, you must sign in and attend the entire course.

Fields: Computer Software & Applications

CPEs: 7.80

Policies: Course Registration, Cancellation, Refund and Complaint Resolution

For more information regarding administrative policies such as complaint and refund, please contact our offices at 800-639-3535 or visit us at: www.tcworkshop.com

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NOTE: Since our information is in multiple places on our web site or in PDF format that is sent to clients, we have provided our normal course content with the NASBA Information added along with links to our policy page on the web. We will add our name to the Official National Registry Statement after we are approved.