



Course Code: C1753

MB-230 Microsoft Certified Dynamics 365 Customer Service Functional Consultant Associate

COURSE INFORMATION

Sessions
4 days

Duration
30 hrs

Level
Beginner

Assessment
NA

VENUE

12 Woodlands Square #07-85/86/87 Woods Square Tower 1, Singapore 737715. 5 mins walk from Woodlands (NS9) MRT station.

The venue is disabled-friendly.

WHAT'S THIS COURSE ABOUT

Topic 1 Work with cases in Dynamics 365 Customer Service

Get started with Dynamics 365 Customer Service

Managing cases with Dynamics 365 Customer Service Hub

Manage cases with Dynamics 365 Customer Service workspace

Use Microsoft Dynamics 365 Customer Service queues to manage case workloads

Service representative collaboration in Dynamics 365 Customer Service

Configure Copilot in Dynamics 365 Customer Service

Create or update records automatically in Customer Service Hub

Topic 2 Work with entitlements and...

COURSE FEE

Full Fee S\$1,400.00 Before GST

GST S\$126.00 9% of fee

Total Payable S\$1,526.00 Including GST

CERTIFICATION

- **Certificate of Completion from Tertiary Infotech** - Upon meeting at least 75% attendance and passing the assessment(s), participants will receive a Certificate of Completion from Tertiary Infotech.

REGISTRATION

<https://www.tertiarycourses.com.sg/mb-230-microsoft-certified-dynamics-365-customer-service-functional-consultant-associate.html>



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SUPPORT

Email: sales@tertiarycourses.com.sg

Tel: +65 6100 0613

WhatsApp: <https://wa.me/6588666375>