

Microsoft Dynamics Service Scheduling & Support Training Course

Course Objectives

The objective of the training session is to provide the Tuition for service teams that focuses on how to use Microsoft Dynamics CRM..

Course Format

- Logging cases to track customer issues
- Creating Service Level Agreements
- Creating service workflows to route, queue and escalate customer cases
- Using CRM dialogs to create guided call scripts
- Working with CRM dashboards to understand service performance metrics
- Developing knowledge base to pool solutions
- Understanding service scheduling

Course Pre Requisites

Before attending this course, users must have the following pre-requisites:

- General understanding of Customer Relationship Management
- Basic understanding of Case Management and Service Level Agreements.

Course Timings

The system administrator's course is a two day session to equip users with the essentials skills to undertake service scheduling and support training used in Microsoft Dynamics CRM.