1 Days

80545A: Customer Service in Microsoft Dynamics CRM 2013

This training program focuses on the process via which an organization can cherish its customers through automation of business processes within Microsoft Dynamics CRM 2013. It gives an insight into all the powerful Customer Service and Service Scheduling functionality capabilities within Microsoft Dynamics CRM 2013.

I also guide you about the process of working with your customers in Dynamics CRM 2013, that includes - resolution of customer complaints and services issues cost-effectively, and providing insights on managing all related correspondence, documents, contacts, and conversations.

This training program will showcase the relevant and rich view of your customer which will give your team with actionable insights, including the use of knowledge management in a centralized knowledge base.

Objectives:

You should be able to meet the following objectives after the completion of the course:

- Using the Service scheduling functionality and how it is designed to assist organizations when providing services that require complex combinations of resources.

- Effective search the Knowledge Base to access a repository of informational articles used to assist customer service representatives in the resolution of cases.

- Practicing Goal Management features to establish and track progress against target values for key performance indicators.

- Recognizing why cases are the fundamental record type in service management, and represent a single incident of service.

- Utilizing Contract Management to specify the number of support services a customer is entitled to.

Course Details

_____

Course Outline

Module 1: Introduction

Module 2: Cases

Module 3: Knowledge Base

Module 4: Queue Management

Module 5: Contracts

Module 6: Analysis, Reports, and Goals

Who Should Attend

- Customer Service Representatives

- Service Schedulers

- Administrators

- Office Managers

- CEOs

- Consultants

Pre Requisite

The students should know the following, before attending this course:

- An understanding of Customer Relationship Management solution processes and practices

- General knowledge of Microsoft Office

- General knowledge of Microsoft Windows

Exams

Microsoft Certified Professional (MCP) [MB2-700]

464, Udyog Vihar Phase V,Gurgaon (Delhi NCR)-122016,India	+91 8882 233 777	training@mercury.co.in	www.mercurysolutions.co

Date - Mar 29, 2024