

2 Days

## 80726/MB2-714: Customer Service CRM 2016

In this Microsoft Dynamics CRM 2016 Customer Service course, you'll learn to improve customer satisfaction through automation of business processes.

You'll develop the skills to leverage the full capabilities of powerful Customer Service and Service Scheduling functionality in Microsoft Dynamics CRM 2016. This will simplify the customer service process for employees within your organisation, leading to more satisfied customers.

## Course Details

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### Course Outline

1. Manage cases and the knowledge base
  - Create and manage cases
  - Create and manage the knowledge base
2. Manage queues, entitlements, and service level agreements (SLAs)
  - Create and manage queues
  - Create and manage entitlements
  - Create and manage SLAs
3. Manage service scheduling, interactive service hub, and the unified help desk
  - Implement and manage service scheduling
  - Work with the interactive service hub and the unified service desk
4. Work with FieldOne and surveys and perform service management analysis
  - Perform service management analysis
  - Use FieldOne with service management
  - Work with surveys

### Who Should Attend

Individuals wishing to obtain a certification in Dynamics CRM 2016 Customer Service should take this exam. The primary audience is a partner who sells and implements customer service modules in Microsoft Dynamics CRM 2016. This audience typically includes sales operation managers, customer service managers, service schedulers, administrators, office managers, executives and consultants who want to demonstrate a foundational understanding of the application functionality. The exam is appropriate for those who are new to Dynamics CRM, yet have a background in the business process as well as Microsoft Office.

### Exams

Customer Service CRM 2016 [MB2-714]

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