80887: Customer Service in Microsoft Dynamics CRM 2016

Course Outline

- 1. Introduction to Service Management
- 2. Case Management
- 3. Knowledge Base
- 4. Queue Management
- 5. Service Level Agreements
- 6. Entitlements
- 7. Interactive Service Hub
- 8. Unified Service Desk
- 9. Customer Service Analysis
- 10. Voice of the Customer
- 11. Customer Portal
- 12. Field Services