

## AB-250T00- Transform contact center experiences with AI in Dynamics 365

### Overview

**Course Duration:** 3 Days

### About This Course

This course teaches learners how to configure and operate an intelligent contact center using Microsoft contact center capabilities and integrated AI features. Learners focus on deploying and configuring contact center environments, including embedded and standalone modes, connecting data sources and third-party Contact Center as a Service (CCaaS) solutions, and enabling Copilot and agent capabilities that enhance the customer and agent experience. The course emphasizes understanding how channels, users, and security settings work together to support scalable and efficient customer engagement.

### Audience Profile

This course is intended for implementation professionals who are responsible for designing, configuring, and deploying contact center solutions and want to deepen their skills at the intermediate level. It is designed for learners who already understand basic contact center concepts and are ready to learn how to configure channels, users, security, work distribution, routing strategies, and AI-assisted capabilities in real-world implementations. Learners use this course to build confidence in configuring scalable, intelligent contact center solutions that support agent productivity, customer engagement, and supervisor oversight across voice and digital channels.

### Course Outline

#### **Module 1: Implement an AI-powered contact center with Dynamics 365**

Build an AI-powered Dynamics 365 Contact Center from the ground up. In this learning path, you explore the platform's AI-driven architecture and deployment models, then configure the admin center, agent workspace, CRM connectors, and AI agents — including Copilot-assisted experiences. You then design a smart queue strategy and build an intelligent routing pipeline that automatically classifies, enriches, and assigns work items across every channel.

- Introduction to implementing Dynamics 365 Contact Center
- Configure Dynamics 365 Contact Center core capabilities
- Configure queues in Dynamics 365 Contact Center
- Configure routing in Dynamics 365 Contact Center

#### **Module 2: Configure channels in Dynamics 365 Contact Center**

Configure every customer-facing channel in Dynamics 365 Contact Center. Set up chat widgets, digital messaging, Teams, and custom channels. Provision the voice channel with Teams Phone and PSTN connectivity. Apply advanced settings for conversation lifecycle, message templates, outbound messaging, and third-party telephony. Then extend the voice channel with intelligent Copilot Studio agents that resolve issues before escalation, supporting multiple languages and legally compliant call recording.

- Configure chat and digital channels in Dynamics 365 Contact Center
- Configure the voice channel in Dynamics 365 Contact Center
- Configure advanced settings for channels in Dynamics 365 Contact Center
- Design and deploy intelligent voice agents in Dynamics 365 Contact Center

#### **Module 3: Empower customer service representatives in Dynamics 365 Contact Center**

Give every customer service representative the tools they need to resolve issues faster and more consistently. In this learning path, you customize the Copilot Service workspace using experience profiles,

configure scripts and macros that guide representatives and automate repetitive tasks, build a knowledge base with AI-assisted authoring and external source integration, and deploy the Customer Assist, Quality Assurance, and Service Operations agents alongside Copilot features that surface the right answer in every conversation.

- Optimize staffing with workforce management in Dynamics 365 Contact Center
- Tailor the agent workspace with experience profiles in Dynamics 365 Contact Center
- Accelerate service delivery with productivity tools in Dynamics 365 Contact Center
- Configure knowledge management in Dynamics 365 Customer Service and Contact Center
- Configure AI agents and Copilot in Dynamics 365 Contact Center

#### **Module 4: Monitor and optimize Dynamics 365 Contact Center with AI-driven insights**

Use AI-driven insights to take control of contact center operations end to end. In this learning path, you configure supervisor permissions and real-time monitoring tools so your team can intervene in live conversations, run proactive outbound voice and SMS campaigns to reach customers first, analyze performance with AI-enhanced dashboards extended through Power BI and Microsoft Fabric, and apply AI-powered workforce management to forecast demand, plan shifts, and schedule representatives with precision

- Manage contact center operations with supervisor tools in Dynamics 365 Contact Center
- Reach customers first with proactive engagement in Dynamics 365 Contact Center
- Unlock insights with analytics and reporting in Dynamics 365 Contact Center

#### **Prerequisites**

- Completion of the Implement of an AI-powered contact center with Dynamics 365 learning path, or equivalent experience with workstreams, queues, and unified routing
- Familiarity with Copilot Studio agent authoring, including topics and trigger phrases
- Microsoft Teams with Teams Phone configured and PSTN connectivity (for voice channel modules)
- Completion of the Implement an AI-powered contact center with Dynamics 365 learning path, or equivalent experience with the Copilot Service admin center, workstreams, queues, and security roles
- Basic familiarity with Copilot Service workspace and the agent experience
- Experience with the Copilot Service admin center, security roles, and workstreams in Dynamics 365 Contact Center
- Basic familiarity with Power BI reports and Microsoft Fabric workspaces