# AB-7011: Introduction to navigating the modern Contact Center

**Category:** AI, Data & Analytics | **Vendor:** Microsoft Technical

**Duration:** 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

## Course Information

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| **Delivery Format:** | Instructor Led - Online |
| **Certification:** | Microsoft Applied Skills: Introduction to navigating the modern Contact Center |
| **Related Exam:** | AB-7011 |

## Course Overview

This course introduces Microsoft Dynamics 365 Contact Center, focusing on its core features and user experiences. Participants will gain an understanding of the platform’s work allocation capabilities, learn how conversations are efficiently routed, and explore the day-to-day workflows of both Contact Center representatives and supervisors. By the end of the course, learners will be equipped with the knowledge to navigate and manage the Dynamics 365 Contact Center environment effectively.

## About This Course

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## Who Should Attend

This course is intended for you if you’re seeking to start your journey using Contact Center as a Service (CCaaS). You aim to grasp how Contact Center as a Service (CCaaS) can benefit your organization by recognizing the importance of modern contact centers, integrating with both first- and third-party CRM systems, and efficiently assisting and resolving support-related challenges. You also seek to communicate seamlessly across multiple channels, enhance customer service representative productivity using AI and collaboration tools, and develop a comprehensive understanding of the essential components that make up CCaaS solutions.

# Detailed Course Outline

## 1 - Get started with Dynamics 365 Contact Center

- Overview of Dynamics 365 Contact Center
- Administer Dynamics 365 Contact Center
- Next generation self-service
- Integration with non-Microsoft services
- Service representative experience for Dynamics 365 Contact Center
- Connectors
- Channels in Dynamics 365 Contact Center
- Unified routing in Dynamics 365 Contact Center
- Contact center management

## 2 - Deploy a Voice channel in Dynamics 365 Customer Service

- Set up and provision the Voice channel
- Define voice queues
- Set up a voice workstream
- Call routing
- Make and receive calls
- Historical analytics, reports, and call insights

## 3 - Set up a Microsoft Copilot Studio agent for voice

- Deploy the necessary extensions
- Set up the handoff to your customer service application
- Set up for voice

## 4 - Use Multilingual Voice Agents with IVR in Dynamics 365 Contact Center

- Prerequisites and setup for configuring multilingual voice agents
- Configure for mid-call language switch use case
- Configure for language by dialed number use case
- Escalation to agent based on the language
- Important configuration information

## 5 - Design a Copilot Studio voice agent rule manager for real-time changes to Dynamics 365 Contact Center IVR

- Create a dynamic welcome message in Power Apps
- Create a user-friendly UI for business administrators
- Create your Copilot agent
- Test the agent
- Update the welcome message dynamically
- Test the Copilot agent with the new message

### □□ Certification Path

Microsoft Applied Skills: Introduction to navigating the modern Contact Center

Exam: AB-7011

# Frequently Asked Questions

### Q: What delivery options are available for AB-7011: Introduction to navigating the modern Contact Center?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

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### Q: What certification does this course prepare me for?

The AB-7011: Introduction to navigating the modern Contact Center course helps prepare you for the Microsoft Applied Skills: Introduction to navigating the modern Contact Center certification path.

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### Q: Which exam does this course prepare me for?

This course prepares you for the AB-7011 official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

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### Q: How many CPD hours does this course provide?

The 1-day AB-7011: Introduction to navigating the modern Contact Center course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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### Q: What is the duration of the AB-7011: Introduction to navigating the modern Contact Center training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

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### Q: Do you provide corporate training for AB-7011: Introduction to navigating the modern Contact Center?

Yes, we provide corporate training, dedicated training, and closed classes for AB-7011: Introduction to navigating the modern Contact Center. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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### Q: Why choose Nexus Human for AB-7011: Introduction to navigating the modern Contact Center?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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### Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your AB-7011: Introduction to navigating the modern Contact Center training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.


## Nexus Human

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