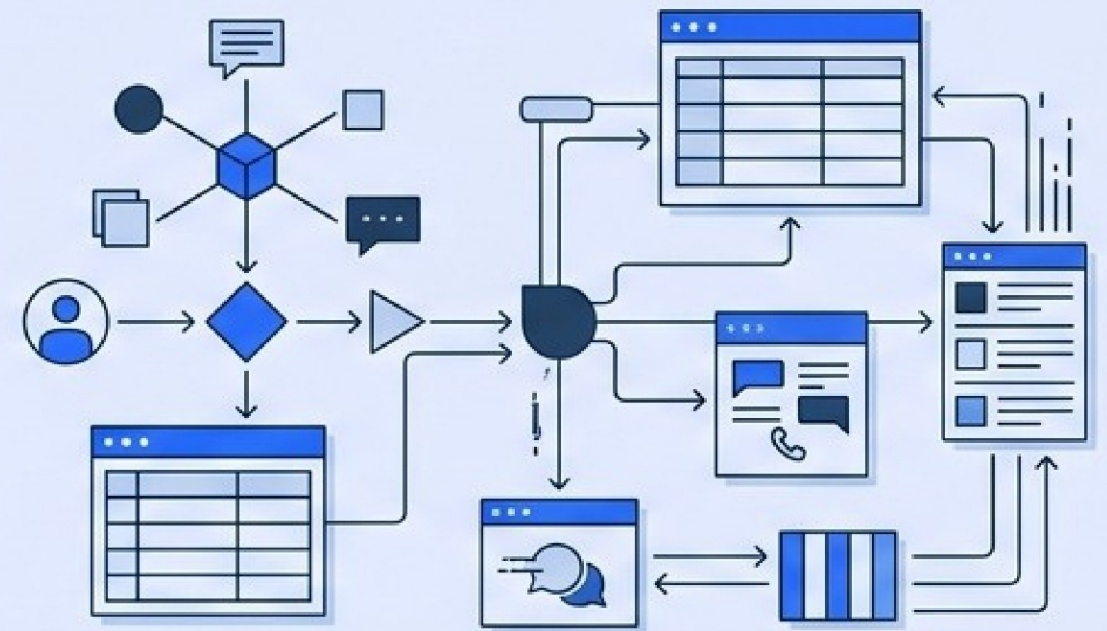


Microsoft Dynamics 365 Customer Service

The Capability Your Organization Needs. Equip your professionals to leverage the Dynamics 365 platform, automate processes, and engineer exceptional customer service experiences.



Operational Friction

- Manual task overload
- Fragmented customer data silos
- Delayed response times blocking service scaling

Dynamics 365 Mastery

Edstellar's expert-led, hands-on curriculum customized to your operational workflows and IT infrastructure.

Engineered Efficiency

- ✓ Automated customer interactions
- ✓ Unified omnichannel routing
- ✓ Data-driven service strategies



24–32 Hours

Duration



Instructor-Led

Group Training



**3 Delivery
Modes**

Virtual / On-site /
Off-site



10,000+

Global Trainers



Certified

Course Completion

01

Data-Driven Decisions

Utilize analytics tools to analyze data and guide strategic customer service choices.

02

Automation Implementation

Integrate technology to reduce manual tasks and accelerate response times.

03

Advanced Features

Leverage complex Dynamics 365 functionalities for enhanced business processes.

04

Workflow Efficiency

Streamline internal operations to ensure timely delivery and resource optimization.

05

Platform Customization

Tailor the Customer Service platform to align perfectly with specific organizational goals.

06

IT Infrastructure Integration

Seamlessly connect Dynamics 365 with existing legacy IT systems.

07

SLA Management

Design, implement, and track Service-Level Agreements for performance optimization.

08

Omnichannel Deployment

Route and distribute work across chat, SMS, and unified routing networks.



Step 4
Omnichannel & Smart
Assist Deployment

Step 3
Knowledge Solutions &
Automated Surveys

Step 2
Entitlements & SLA
Architecture

Step 1
Case Management &
Unified Routing

Step 0
Prerequisites: Basic retail ops
knowledge & Dynamics 365 familiarity.

Frontline Support

Roles: Support Specialists, Service Desk Technicians, Technical Support Engineers, Product Specialists.

Focus: Direct case handling and resolution.

Operational Management

Roles: CRM Managers, Customer Support Managers, Service Delivery Managers, Customer Success Managers.

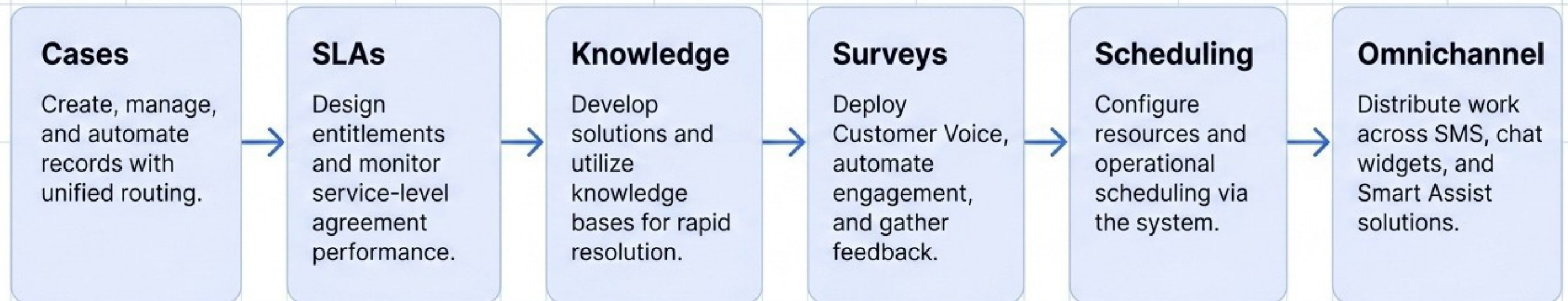
Focus: Process efficiency, SLA tracking, and team routing.

Dynamics 365 Target Audience

Technical Architecture

Roles: Solution Architects, Business Analysts, CRM Administrators, Application Consultants.

Focus: Platform integration, customization, and deployment.



	Virtual Live	On-site Face-to-Face	Off-site Face-to-Face
Best For	Scalable global teams.	Tailored workplace alignment.	Deep, focused immersion.
Distraction Level	High (Self-managed).	Moderate (In-office).	Zero (Dedicated environment).
Team Collaboration	Digital / Interactive tools.	High (Direct knowledge sharing).	Maximum (Includes team bonding).
Logistics	No travel required.	Trainer travels to your HQ.	Dedicated external facility.



Standard Training

- Generic curriculum.
- Rigid delivery structure.
- Zero post-training integration support.

The Edstellar Advantage

Industry-Relevant Curriculum

Course designed by experts to meet current market demands.

Customizable Training

Curriculum molded to the unique IT environment and goals of your organization.

Comprehensive Support

Dedicated pre- and post-training support to guarantee knowledge retention and workflow integration.

Multilingual Capabilities

Seamless delivery across diverse global teams.



Yashpreet

Certified Dynamics 365 Instructor

Trainer since 2022 | Based in New Delhi, India

Vast Knowledge Base

Instructors are industry practitioners with extensive field expertise.

Practical Application

Focus on real-world IT infrastructure integration rather than just theoretical concepts.

Interactive Engagement

Proven track record of maintaining high engagement and ensuring actionable work outcomes.

“Instrumental in strengthening our engineering teams... improved technical depth and problem-solving execution.”

Aditi Rao, L&D Head, Global Technology Company

“Elevated my expertise. Gave me hands-on experience with industry best practices. Productivity has increased dramatically.”

Karen Davidson, Senior Software Engineer, Technology Consulting

“Precisely what I needed to design robust technical architectures... enabled us to secure a transformative contract with a Fortune 100 organization.”

Tan Kai, Senior Software Engineer, Enterprise Software Firm

Starter	Growth	Enterprise	Custom
SMBs	Growing SMBs (Most Popular)	Large Corporations	Global Enterprises
120 Trainee Licenses	320 Trainee Licenses	800 Trainee Licenses	Unlimited
64 hours of group training (VILT/On-site)	160 hours of group training	400 hours of group training	Unlimited duration

CERTIFICATE OF COMPLETION

This is to certify that

[Employee Name]

has successfully completed the comprehensive training for
Dynamics 365 Customer Service, demonstrating exceptional
proficiency and understanding.

Presented on [Date]

Signature: [Edstellar Official], [Title]



Certified Professional Capability



Validates Expertise:

Formal recognition of the employee's ability to
configure and optimize Dynamics 365.



Drives Motivation:

Acts as a powerful catalyst for ongoing learning
and professional development.



Ensures Compliance:

Provides organizational assurance that customer
service operations are handled by validated
practitioners.

Initiate Your Capability Upgrade Today



1. Download the training requirement template.

Access the standardized template to define your specific needs.



2. Select Dynamics 365 and add required workshops.

Choose from available programs and add specialized workshops.



3. Upload file (.xls/.xlsx) for an immediate custom quote.

Receive a personalized quote instantly upon submission.

contact@edstellar.com | ISO 9001:2015 & ISO 27001:2022 Certified.