

# Microsoft - Transform contact center experiences with AI in Dynamics 365

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**Course Number: AB-250T00**

**Duration: 3 days**

## Overview

## Course Description

Important

\*\*This course will be available on 5/29/2026.

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.