

13 Dynamics contact center

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Pro tips

? Dynamics 365 Contact Center is the CCaaS product. AB-250 is the exam that matches it.

? AB-210 is the sales successor to MB-280 and is in beta. It does not replace MS-700, and it is not the contact-center exam.

? Unified routing uses workstreams, queues, and capacity. A Teams call queue is a different product.

Interview traps

? Studying AB-210 because the title says AI when the job is the contact center.

? Describing a Teams call queue as unified routing.

Cheat sheet

AB-250 contact center, published ranges

Deploy 15?20%

Channels 30?35%

Agents and AI 10?15%

Work distribution 10?15%

Rep experience 15?20%

Analytics 10?15%

Workstream -> queue -> capacity -> representative

Facts in the long lessons were checked 14 October 2026. This sheet is a memory aid.

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