



MB-910T00-Microsoft Dynamics 365 Fundamentals (CRM)

Course Duration: 1 Day

Class times: 9am-4pm

Course Level: Beginner

Language: English

Mode of Training: Virtually Instructor-Led

Prerequisites

Job Role: Business Owner

Related Exam: MB-910

Audience Profile: The Microsoft Dynamics 365 Fundamentals (CRM) course is targeted to those looking to familiarize themselves with and gain a broad exposure to the marketing, sales, customer service, and field service capabilities of Dynamics 365.

This audience wants to explore the features and capabilities of Microsoft Dynamics 365 Marketing, Dynamics 365 Sales, Dynamics 365 Customer Service, and Dynamics 365 Field Service.

People in various roles and stages in their careers can benefit from this fundamentals course. The course is designed for IT professionals, business stakeholders, entrepreneurs, students, and people starting or changing careers who want to be exposed to the marketing, sales, customer service, and field service capabilities of Dynamics 365.

Course Outline

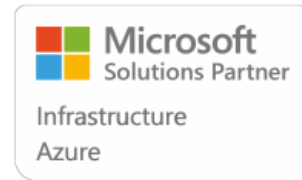
Module 1: Learn the Fundamentals of Dynamics 365 Marketing

Get introduced to the Dynamics 365 customer engagement apps

Examine Dynamics 365 Marketing

Describe Dynamics 365 Marketing capabilities

Review Additional Marketing Apps



Module 2: Learn the Fundamentals of Dynamics 365 Sales

Explore Dynamics 365 Sales

Manage the sales lifecycle with Dynamics 365 Sales

Review additional sales apps

Module 3: Learn the Fundamentals of Dynamics 365 Customer Service

Examine Dynamics 365 Customer Service

Describe Dynamics Customer Service capabilities

Review additional customer service apps

Module 4: Learn the Fundamentals of Dynamics 365 Field Service

Examine Dynamics Field Service

Generate Work Orders in Dynamics 365 Field Service

Describe the scheduling capabilities of Dynamics 365 Field Service

Examine the inventory management capabilities of Dynamics 365 Field Service

Review the asset management capabilities of Dynamics 365 Field Service

Module 5: Learn the Fundamentals of Dynamics 365 Project Operations (CRM)

Examine Dynamics 365 Project Operations

Describe the sales capabilities of Dynamics 365 Project Operations

Plan projects with Dynamics 365 Project Operations

Review the resource utilization capabilities of Dynamics 365 Project Operations