

MB-910T00-A (MICROSOFT DYNAMICS 365 FUNDAMENTALS (CRM)) 2023

Objetivo

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Público Alvo

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.

Pré-Requisitos

Prerequisites None. An understanding of cloud computing is helpful but isn't necessary.

Carga Horária

8 horas (1 dias).

Conteúdo Programático

COURSE OUTLINE

Module 1: Explore the core capabilities of Microsoft Dynamics 365 customer engagement apps

This learning path introduces learners to the capabilities shared across Dynamics 365 customer engagement apps. You'll learn about Microsoft Dataverse, get an overview of Dynamics 365 customer engagement apps, and learn about common capabilities.

- Describe the foundations of Dynamics 365 customer engagement apps
- Describe shared activities and integration options in Dynamics 365 customer engagement apps

Module 2: Explore the fundamentals of Dynamics 365 Marketing

This learning path introduces learners to the core capabilities of Dynamics 365 Marketing. You'll learn about the core product capabilities and other tools that you can use to successfully and effectively manage marketing

activities.

- Explore Dynamics 365 Marketing
- Describe Dynamics 365 Marketing apps

Module 3: Explore the fundamentals of Microsoft Dynamics 365 Sales

This learning path introduces learners to Dynamics 365 Sales. You'll learn about the core product capabilities and other tools that you can use to successfully and effectively manage the sales process.

- Explore Dynamics 365 Sales
- Describe Dynamics 365 Sales capabilities and related apps

Module 4: Explore the fundamentals of Microsoft Dynamics 365 Customer Service

This learning path introduces learners to Dynamics 365 Customer Service. You'll learn about the core product capabilities and other tools that you can use to effectively and efficiently manage the support process for customers.

- Explore Dynamics 365 Customer Service
- Describe Dynamics 365 Customer Service capabilities and related apps

Module 5: Explore the fundamentals of Microsoft Dynamics 365 Field Service

This learning path introduces learners to Dynamics 365 Field Service. You'll learn about core product capabilities and discuss the scheduling process and other tools that you can use to support your field service activities.

- Explore Dynamics 365 Field Service
- Describe Dynamics 365 Field Service scheduling capabilities and related apps