MB-910T00

Microsoft Certified: Dynamics 365 Fundamentals (CRM)

Contents:

Day 1:

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
- Manage Leads
- Manage Opportunities
- Working With Product Catalog
- 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
- SLA and entitlement overview
- Create and manage entitlements
- Create and manage SLAs

Day 2:

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

Labs for all modules are available on:

https://github.com/MicrosoftLearning/MB-910T00A-Microsoft-Dynamics-365-Fundamentals-Customer-Engagement-Apps/tree/master/Instructions/Labs