

## **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>