# Dynamics 365 Insights

**Duration : 2 Days**

**Module – 1: Dynamics 365 App**
Lessons to learn in this Module
- Introduction to Dynamics 365 apps
- Overview of Dynamics 365 Sales
- Overview of Dynamics 365 Customer Service

**Module 2: Dynamics Marketing insights**
Lessons to learn in this Module

- Overview of Dynamics Marketing
- Analyze results to gain insights from your marketing activities
- Access and interpret analytics
- How to use aggregate cross-journey analytics

**Module 3: Dynamics Sales insights**
Lessons to learn in this Module

- Overview of Sales App
- Overview of sales insights
- Install and administer Sales Insights features

**Module 4: Dynamics Customer Service insights**
Lessons to learn in this Module

- Overview to Customer Service Insights
- Configure Customer Service historical analytics reports
- Configure Omnichannel historical analytics reports

**Module 5: Power BI**
Lessons to learn in this Module

- Overview of Power BI
- Create a Power BI dashboard from a report
- Publish dashboards