

KOENIG SOLUTIONS • COURSE OUTLINE

MB-280T01: Configure Dynamics 365 Customer Experience Model-Driven Apps

Learn to configure Microsoft Dataverse tables, relationships and business rules, and build forms, dashboards and model-driven apps.

1 Day

8 HOURS

5

MODULES

17

TOPICS

COURSE OVERVIEW

This course introduces model-driven app configuration within the Customer Experience suite, preparing Learners with the necessary skills to build a Customer Experience solution.

WHO THIS COURSE IS FOR

This course is designed for IT or marketing professionals who want to learn how to leverage model-driven applications, Dynamics 365 Sales, Dynamics 365 Customer Insights, and Microsoft 365 Copilot for Sales for their organizations

PREREQUISITES

- Participants should be familiar with Microsoft Power Apps and basic data modelling principles and Dynamics 365 customer experience suite, including Dynamics 365 Sales and Dynamics 365 Customer Insights.

LEARNING OBJECTIVES

- In this course, students will learn how to create tables and columns, work with Microsoft Dataverse, and configure the user experience inside a model-driven application

5 Modules, 17 Topics

01

Learning Path 1: Get Started with the Dynamics 365 Customer Experience Suite of Products

TOPICS

- Create a powerful customer experience with Dynamics 365 apps
- Design an integrated solution with Power Platform and ERP apps
- Work with Copilot in the Dynamics 365 customer engagement apps

02

Learning Path 2: Get Started Using Microsoft Dataverse

TOPICS

Introduction to Microsoft Dataverse · Create and manage tables · Create and manage columns within a table · Manage environments and solutions

03

Learning Path 3: Create Relationships, Business Rules, Calculations, and Rollups in Microsoft Dataverse

TOPICS

- Create a relationship between tables in Microsoft Dataverse
- Define and create business rules
- Create and define calculation or rollup fields

04

Learning Path 4: Configure Forms, Charts, and Dashboards in model-driven Apps

TOPICS

- Visualize data with Dataverse views
- Configure forms for model-driven apps
- Configure charts and dashboards for model-driven apps
- Configure and customize a model-driven app
- Customize the command bar in model-driven apps

05

Learning Path 5: Import and Export Microsoft Dataverse Data

TOPICS

Use Power Query to load data in Dataverse · Use Word and Excel templates with Dataverse

NOTES

- Lab exercises - Detailed, step-by-step instructions are provided for each lab and presented as part of the UI experience within your lab environment.

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Hands-on exercises throughout the course
- Delivery by certified instructors and subject matter experts
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

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Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

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