

KOENIG SOLUTIONS • COURSE OUTLINE

MB-280T04: Configure a Dynamics 365 Customer Experience Solution

Learn to evaluate requirements, close asset gaps, and configure Dynamics 365 Sales and Customer Insights into a full customer experience solution.

1 Day

8 HOURS A DAY

1

MODULES

4

TOPICS

1

LAB EXERCISE

COURSE OVERVIEW

This applied workshop allows students to apply their learnings in a real-world challenge, configuring Dynamics 365 Sales and Customer Insights model-driven apps to create a full 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.
- They should also have basic model-driven application configuration experience.

LEARNING OBJECTIVES

- In this course apply the skills they have learned throughout the course to a real-world example. The scenario has a variety of different elements included that span across Dynamics 365 Sales, Customer Insights - Journeys, and Customer Insights - Data.

1 Module, 4 Topics

01

MB-280T04: Configure a Dynamics 365 Customer Experience Solution (Applied Workshop)

TOPICS

- Evaluate requirements
- Perform gap analysis of existing assets
- Create needed assets from the stated requirements
- Use Dynamics 365 Sales and Dynamics 365 Customer Insights to create a customer solution

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

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.

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com

✉ info@koenig-solutions.com