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

Course Duration: 1 day (8 hours)

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

Audience Profile:

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.

Course 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

Table of Contents

MB-280T01: Configure Dynamics 365 customer experience model-driven apps

Learning Path 1: Get started with the Dynamics 365 customer experience suite of products

Module 1: Create a powerful customer experience with Dynamics 365 apps

Module 2: Design an integrated solution with Power Platform and ERP apps

Module 3: Work with Copilot in the Dynamics 365 customer engagement apps

Learning Path 2: Get started using Microsoft Dataverse

Module 1: Introduction to Microsoft Dataverse

Module 2: Create and manage tables

Module 3: Create and manage columns within a table

Module 4: Manage environments and solutions

Learning Path 3: Create relationships, business rules, calculations, and rollups in Microsoft Dataverse

Module 1: Create a relationship between tables in Microsoft Dataverse

Module 2: Define and create business rules

 Module 3: Create and define calculation or rollup fields

Learning Path 4: Configure forms, charts, and dashboards in model-driven apps

Module 1: Visualize data with Dataverse views

Module 2: Configure forms for model-driven apps

Module 3: Configure charts and dashboards for model-driven apps

Module 4: Configure and customize a model-driven app

 Module 5: Customize the command bar in model-driven apps

Learning Path 5: Import and export Microsoft Dataverse data

Module 1: Use Power Query to load data in Dataverse

Module 2: Use Word and Excel templates with Dataverse

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