

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

Course Duration: 1 day (8 hours)

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.

## 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. They should also have basic model-driven application configuration experience.

## Course 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.

## Table of Contents

### MB-280T04: Configure a Dynamics 365 customer experience solution (Applied Workshop)

- 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.