

# MB-210 Dynamics 365 for customer engagement for Sales

## **Module 0 Course Introduction**

- Welcome to Dynamics 365 for customer engagement for Sales

## **Module 1 Sales Overview**

- Sales overview
- Configuring sales
- Module summary

## **Module 2 From Lead to Opportunity**

- Managing customers
- Working with opportunities
- Embedded intelligence
- Playbooks
- Integrated sales tools
- Module summary

## **Module 3 From Quote to Orders**

- Order processing overview
- Manage product catalog
- Create and manage quotes
- Create and manage orders and invoices
- Module summary

## **Module 4 Sales Analytics and Insights**

- Overview
- Power BI
- AI for sales
- Module summary