Microsoft Dynamics 365
The Complete Business Computing Solution

MB – 910

Microsoft Dynamics 365 Fundamentals (CRM)

Overview

As a candidate for this certification, you aspire to understand how customer engagement apps for Dynamics 365 can be used to:

- Unify profiles and tailor targeted, personalized customer journeys by using Dynamics 365 Customer Insights apps.
- Efficiently assist users through the complete sales order lifecycle by using Dynamics 365 Sales.
- Assist agents with case management through the complete customer support lifecycle by using Dynamics 365 Customer Service.
- Schedule and complete work orders by using Dynamics 365 Field Service.
- Evaluate how Copilot can assist with each of these.

The certification is intended for you if you're seeking to start your journey using Dynamics 365 customer engagement solutions.

You can use this certification to prepare for role-based or specialty certifications, but it's not a prerequisite for any of them.

Prerequisites

This course is designed to be accessible to a broad audience, including those new to Dynamics 365 CRM. However, to maximize your learning experience, it is beneficial to have:

- Basic Understanding of Business Processes
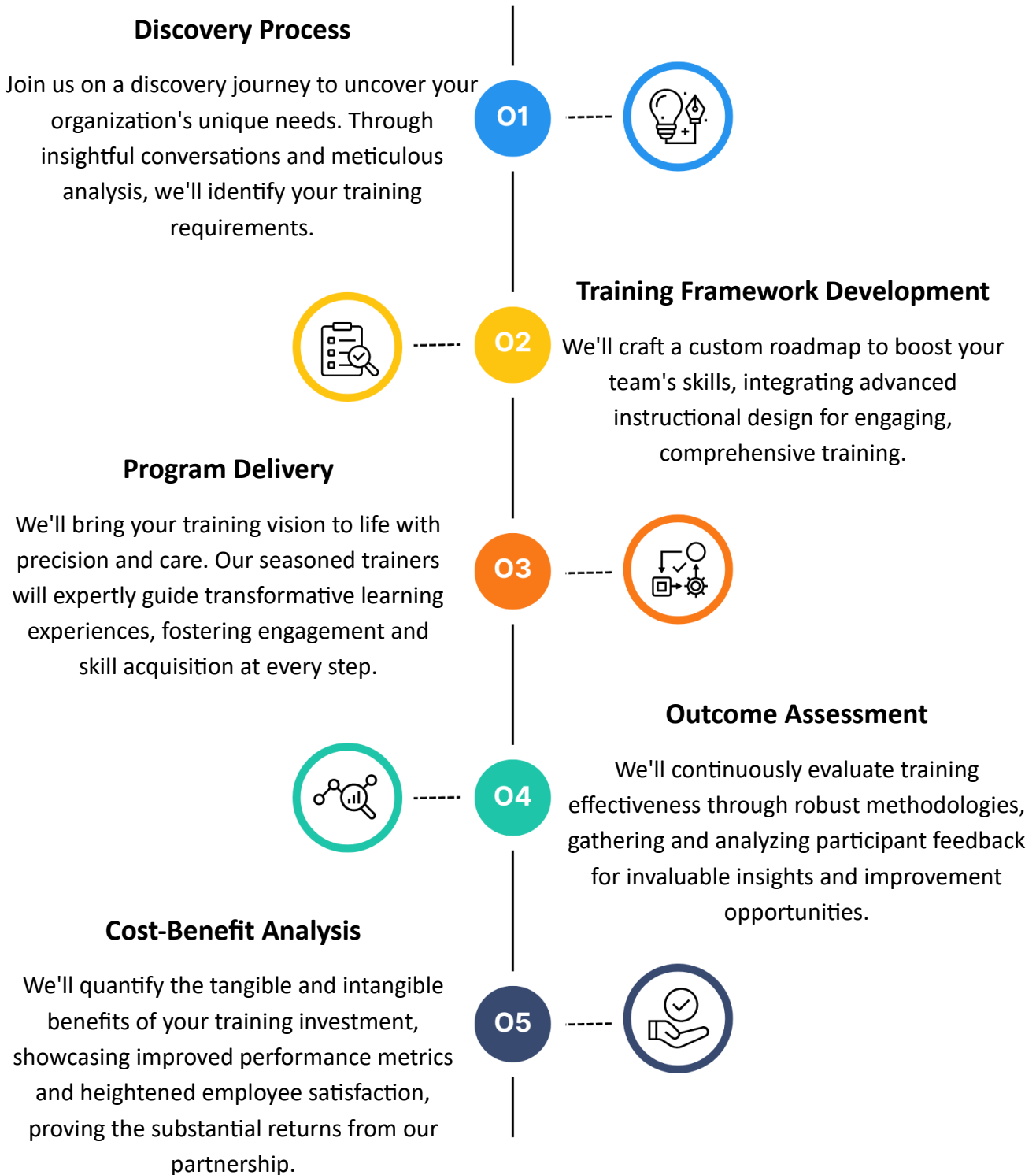- Experience with Microsoft Office Applications

Course Level

- Beginner

Course Duration

- 1 Day – 8 Hours

Creating Tailor - Made Training Programs to Meet Your Specific Goals

Discovery Process

Join us on a discovery journey to uncover your organization's unique needs. Through insightful conversations and meticulous analysis, we'll identify your training requirements.

O1

Training Framework Development

O2

We'll craft a custom roadmap to boost your team's skills, integrating advanced instructional design for engaging, comprehensive training.

Program Delivery

We'll bring your training vision to life with precision and care. Our seasoned trainers will expertly guide transformative learning experiences, fostering engagement and skill acquisition at every step.

O3

Outcome Assessment

O4

We'll continuously evaluate training effectiveness through robust methodologies, gathering and analyzing participant feedback for invaluable insights and improvement opportunities.

Cost-Benefit Analysis

We'll quantify the tangible and intangible benefits of your training investment, showcasing improved performance metrics and heightened employee satisfaction, proving the substantial returns from our partnership.

O5

Course Outline

Welcome to the MB-910T00: Microsoft Dynamics 365 Fundamentals (CRM) course! This comprehensive training is designed to provide you with a foundational understanding of Microsoft Dynamics 365 Customer Relationship Management (CRM). Whether you're new to Dynamics 365 or looking to expand your knowledge, this course will equip you with the essential skills and insights needed to navigate and utilize Dynamics 365 CRM effectively.

Module 1: Explore the core capabilities of Microsoft Dynamics 365 customer engagement apps
- Lesson: Describe the foundations of Dynamics 365 customer engagement apps
- Lesson: Describe shared activities and integration options
- **Lab exercise:** Working with customer engagement apps
- **Lab exercise:** Manage customers and activities

Module 2: Learn the Fundamentals of Microsoft Dynamics 365 Customer Insights
- Lesson: Explore Dynamics 365 Dynamics 365 Customer Insights - Journeys
- Lesson: Describe Dynamics 365 Customer Insights - Data
- **Lab exercise:** Create a simple customer journey

Module 3: Explore the Fundamentals of Microsoft Dynamics 365 Sales
- Lesson: Explore Dynamics 365 Sales
- Lesson: Describe Dynamics 365 Sales capabilities and related apps
- **Lab exercise:** Create and manage a lead and an opportunity in Dynamics 365 Sales

Module 4: Explore the Fundamentals of Microsoft Dynamics 365 Customer Service
- Lesson: Explore Dynamics 365 Customer Service.
- Lesson: Describe Dynamics 365 Customer Service capabilities and related apps.
- **Lab exercise:** Create and manage cases

Module 5: Learn the Fundamentals of Microsoft Dynamics 365 Field Service
- Lesson: Explore Dynamics 365 Field Service.
- Lesson: Describe the scheduling process.

Indus Tech Services

Who We Are....

Indus Tech Services is an IT company that specializes in providing comprehensive training, consulting & implementation services for software solutions designed to address the diverse business challenges faced by organizations today. With a passion for technology and a deep understanding of business processes, Indus Tech is committed to empowering businesses to optimize their operations, boost productivity, and drive sustainable growth.

Why Choose Us...

From time to time, life serves up a profound nudge, urging us to step beyond our routines and make a difference in the world. Indus Tech Services emerged from one such compelling wake-up call. We are not just a company; we are a dedicated force with a belief in providing solutions to organizations, regardless of their size, and we infuse a human touch into everything we do.

Our Expertise

With over 25 years of collective experience navigating the intricacies of daily business transactions, irrespective of geographical, cultural, time zone, or language barriers, our team has honed their expertise to meet any challenge head-on. This wealth of experience has armed our resources with an unparalleled understanding and skill set to tackle a broad spectrum of obstacles.

Training

With two decades of unwavering commitment and a global footprint, our company is a true pioneer in the fields of linguistic, transactional, technical, and behavioural training for some of the world's largest corporate entities. Our unparalleled expertise has been refined through years of dedication and innovation, making us the go-to choice for businesses seeking transformative training solutions.

Consulting

Our company has been at the forefront of providing world-class IT consulting services to organizations spanning the globe. With an extensive and proven track record, we have honed our expertise to meet the ever-evolving technological needs and challenges faced by businesses, regardless of their scale or industry.

Implementation

Our experience covers a broad spectrum of IT implementation services, including system integration, software deployment, network architecture, cloud migration, and infrastructure setup. We understand that the successful execution of IT projects is pivotal to an organization's growth and efficiency. Therefore, we bring a depth of knowledge and a commitment to delivering results that set us apart.

To know more contact us at info@industechservices.com or call us at +91 - 99961 61170.