Microsoft Dynamics 365
The Complete Business Computing Solution

MB – 210

Microsoft Dynamics 365 Sales

Overview

As a candidate for this exam, you're a Microsoft Dynamics 365 functional consultant with sales expertise. You're responsible for implementing solutions that meet the business requirements of an organization, large or small. You're also responsible for identifying potential process efficiencies and improvements that could be achieved by using Dynamics 365 Sales and wider Microsoft Power Platform features.

This may include supporting a sales lifecycle to run effectively and assisting the sales team to:

- Achieve revenue targets.
- Execute business strategies.
- Meet an organization's objectives

You're responsible for configuring and expanding the core sales application functionality to create scalable customer solutions which support, automate, and accelerate the company's sales process. You'll use your knowledge of Microsoft Power Platform and the common customer engagement capabilities in Dynamics 365 to inform the solution design where the following are required:

- Integrations
- Business process flows
- Visualizations
- Custom applications

As a candidate, you should:

- Have strong business knowledge of sales processes for business-to-customer and business-to-business scenarios.
- Understand the sales process of the customer as well as the core functionality of Dynamics 365 Sales to identify where the two align and differ.
- Be proficient in configuring Microsoft Power Platform, primarily model-driven apps.
- Have knowledge of Microsoft 365 services and their interactions with Microsoft Dataverse.

This exam certification is scheduled to retire on November 30, 2024, at 11:59 PM Central Standard Time.

Prerequisites

A Dynamics 365 Functional Consultant is responsible for performing discovery, capturing requirements, engaging subject matter experts and stakeholders, translating requirements, and configuring the solution and applications. The Functional Consultant implements a solution using out of the box capabilities, codeless extensibility, application and service integrations.
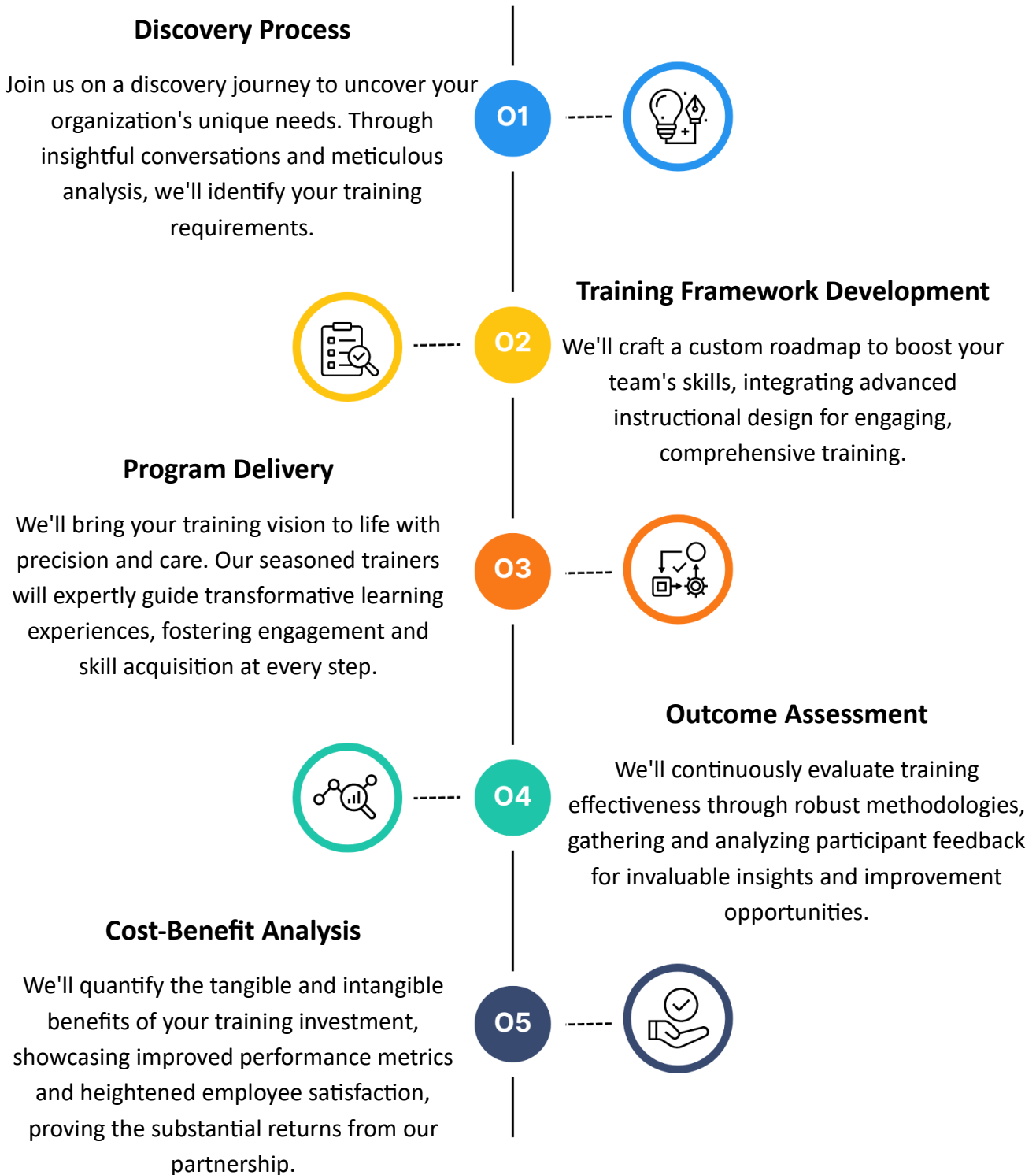
Course Level

- Intermediate

Course Duration

- 2 Day – 16 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

Advance your career and become a Microsoft Dynamics 365 Sales Functional Consultant with our MB-210 certification course. This comprehensive training program is designed to equip you with the skills and knowledge necessary to implement, configure, and manage the Dynamics 365 Sales application effectively.

Module 1: Get started with Dynamics 365 Sales
- Lesson: Introduction to Dynamics 365 Sales
- Lesson: Configure organization and management settings
- **Lab 1.1:** Validate lab environment

Module 2: Manage leads and opportunities in Dynamics 365 Sales
- Lesson: Manage leads with Dynamics 365 Sales
- Lesson: Manage opportunities with Dynamics 365 Sales
- Lesson: Track customer interactions with activities
- **Lab 2.1:** Manage customers

Module 3: Manage orders and the product catalog with Dynamics 365 Sales
- Lesson: Manage and organize your product catalog with Dynamics 365 Sales
- Lesson: Process sales orders with Dynamics 365 Sales
- **Lab 3.1:** Manage product catalog
- **Lab 3.2:** Build quotes
- **Lab 3.3:** Orders and invoices

Module 4: Manage goals and forecasts with Dynamics 365 Sales
- Lesson: Define and track goals in Dynamics 365 Sales
- Lesson: Manage forecasting in Dynamics 365 Sales

Module 5: Analyze Dynamics 365 Sales data
- Lesson: Analyze data in Dynamics 365 Sales
- Lesson: Analyze data with Power BI
- **Lab 5.1:** Configure a Dashboard

Module 6: Work with Dynamics 365 Sales Insights and the Sales accelerator
- Lesson: Get started with Dynamics 365 Sales Insights
- Lesson: Get started with the Sales accelerator
- **Lab 6.2:** Create a Sequence

Module 7: Create surveys with Dynamics 365 Customer Voice
- Lesson: Create a survey project
- Lesson: Create surveys with Dynamics 365 Customer Voice
- Lesson: Send Dynamics 365 Customer Voice surveys

Module 8: Enhance seller productivity by extending Dynamics 365 Sales
- Lesson: Boost sales performance with Microsoft Copilot for Sales
- Lesson: Get started with the Dynamics 365 Sales mobile app
- Lesson: Use Microsoft 365 services with Dynamics 365 Sales

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.