Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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MB-910T00: Microsoft Dynamics 365 Fundamentals (CRM)

CODE:	LENGTH:	PRICE:
MCS_MB-910T00	8 Hours (1 day)	£795.00

Description

During this one-day instructor-led course you will learn how to describe the following: Dynamics 365 Marketing; Dynamics 365 Sales; Dynamics 365 Customer Service; Dynamics 365 Field Service; Project Operations; and shared features. This course prepares you for the MB-910 certification exam.

Audience

This one-day course is intended for individuals looking to understand the core capabilities across the Dynamic 365 customer engagement apps, validate their broad knowledge of the customer engagement apps in Microsoft Dynamics 365, including marketing capabilities, and the automation of the sales, service, and support lifecycles, and demonstrate capability in Dynamics 365 customer engagement capabilities to move to the next level.

Prerequisites

Before attending this course, students must have:
- Basic knowledge of business functions like marketing, sales, and services.

Programme

Dynamics 365 Marketing
- Dynamics 365 Marketing capabilities
- Related marketing apps

Dynamics 365 Sales
- Dynamics 365 Sales lifecycle
- Related sales apps

Dynamics 365 Customer Service
- Dynamics 365 Customer Service components
- Related customer service apps

Dynamics 365 Field Service
- Work order lifecycle
- Scheduling capabilities
- Schedule Assistant, Resource Schedule Optimization (RSO), and geolocation for technicians
- Inventory and asset management capabilities

Project Operations
- Project Operations capabilities
- Project sales capabilities
- Project planning and resource management capabilities

Shared features
- Common customer engagement features
- Reporting capabilities
- Integration options

Session Dates

On request. Please Contact Us

Additional Information

This training is also available as onsite training. Please contact us to find out more.