

# MDYN-64 - MOC MB-910T00 - MICROSOFT DYNAMICS 365 FUNDAMENTALS (CRM)

Categoria: **Dynamics 365**

## INFORMAZIONI SUL CORSO



**Durata:**  
1 Giorni



**Categoria:**  
Dynamics 365



**Qualifica Istruttore:**  
Microsoft Certified  
Trainer



**Dedicato a:**  
Consulente Dynamics



**Produttore:**  
Microsoft

## OBIETTIVI

Do you want to learn more about Dynamics 365? This course will provide you with a broad introduction to the customer engagement capabilities of Dynamics 365. You will become familiar with the concept of customer engagement, the core capabilities of customer engagement apps as well as with each of the customer engagement apps, including Dynamics 365 Customer Insights, Dynamics 365 Sales, Dynamics 365 Customer Service and Dynamics 365 Field Service. You will also learn how Copilot can assist you in executing customer engagement tasks in Dynamics 365. This course includes lectures and hands-on-labs.

## PREREQUISITI

## CONTENUTI

### **Explore the core capabilities of Microsoft Dynamics 365 customer engagement apps**

- Describe the foundations of Dynamics 365 customer engagement apps
- Describe shared activities and integration options in Dynamics 365 customer engagement apps

### **Explore the fundamentals of Microsoft Dynamics 365 Customer Insights**

- Explore Dynamics 365 Customer Insights - Journeys
- Describe Dynamics 365 Customer Insights – Data

### **Explore the fundamentals of Microsoft Dynamics 365 Sales**

- Explore Dynamics 365 Sales
- Describe Dynamics 365 Sales capabilities and related apps

### **Explore the fundamentals of Microsoft Dynamics 365 Customer Service**

- Explore Dynamics 365 Customer Service
- Describe Dynamics 365 Customer Service capabilities and related apps

### **Explore the fundamentals of Microsoft Dynamics 365 Field Service**

- Explore Dynamics 365 Field Service
- Describe Dynamics 365 Field Service scheduling capabilities and related apps

## INFO

**Esame:** MB-910 - Microsoft Dynamics 365 Fundamentals (CRM)

**Materiale didattico:** Materiale didattico ufficiale Microsoft in formato digitale

**Costo materiale didattico:** incluso nel prezzo del corso a Calendario

**Natura del corso:** Operativo (previsti lab su PC)