

# MDYN-76 - MOC MB-280T04 - CONFIGURE A DYNAMICS 365 CUSTOMER EXPERIENCE SOLUTION

Categoria: **Dynamics 365**

## INFORMAZIONI SUL CORSO



**Durata:**  
1 Giorni



**Categoria:**  
Dynamics 365



**Qualifica Istruttore:**  
Microsoft Certified  
Trainer



**Dedicato a:**  
Consulente Dynamics



**Produttore:**  
Microsoft

## OBIETTIVI

The Dynamics 365 customer experience suite includes Dynamics 365 Sales and Dynamics 365 Customer Insights. These powerful applications allow organizations to build relationships with their customers and deliver impactful, personalized experiences. In this one-day, hands-on Applied Workshop, students will practice their Customer Experience Analyst skills by creating an end-to-end solution to solve a problem for a fictitious company. The solution will include Dynamics 365 Sales, Dynamics 365 Customer Insights - Data, and Dynamics 365 Customer Insights - Journeys. This course is part of a four-course series (MB-280T01-T04) aligning to the MB-280 certification exam.

## PREREQUISITI

Students should have hands-on experience with the Dynamics 365 customer experience suite, including Dynamics 365 Sales and Dynamics 365 Customer Insights. To be successful in this workshop, students should be aware of the key features in each application and how to leverage them as users. They should also have model-driven application configuration experience, including table and column management, user experience design, and data import/export. This is a hands-on, lab-based workshop. Students should be comfortable working in groups and demonstrating their work to a classroom audience.

## CONTENUTI

## INFO

**Esame:** MB-280 - Microsoft Dynamics 365 Customer Experience Analyst

**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)