

MDYN-64 - MOC MB-910T00 - INTRODUCTION TO MICROSOFT DYNAMICS 365 (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)