

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

- Describe the capabilities and functionality of Dynamics 365 Marketing
- Describe the capabilities and functionality of Dynamics 365 Sales
- Describe the capabilities and functionality of Dynamics 365 Customer Service
- Describe the capabilities and functionality of Dynamics 365 Field Service
- Describe the core capabilities of Dynamics 365 customer engagement apps

PREREQUISITI

Learners should have a fundamental understanding of customer engagement principles and business operations. An understanding of cloud computing is helpful, but isn't necessary.

CONTENUTI

Module 1: Examine the core capabilities of Microsoft Dynamics 365 customer engagement apps

- Navigate the Dynamics 365 customer engagement apps
- Explore common Dynamics 365 activities and integration options

Lab : Validate lab environment and work with the customer engagement apps

Lab : Manage Customers and Activities

Module 2: Learn the fundamentals of Dynamics 365 Marketing

- Explore Dynamics 365 Marketing
- Explore other marketing capabilities and apps

Lab : Create a Customer Journey

Lab : Create a Segment

Module 3: Learn the fundamentals of Dynamics 365 Sales

- Examine Dynamics 365 Sales
- Use sales capabilities

Lab : Create and manage a Lead

Lab : Create and manage an Opportunity

Module 4: Learn the Fundamentals of Dynamics 365 Customer Service

-Explore Dynamics Field Service

-Examine knowledge management in Dynamics 365 Customer Service and related apps

Lab : Create and manage Cases

Lab : Create and publish a Knowledge Base article

Module 5: Learn the Fundamentals of Dynamics 365 Field Service

-Explore Dynamics 365 Field Service

-Describe the scheduling process

Lab : Create work orders in Dynamics 365 Field Service

Lab : Create an Inspection

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)