MDYN-21 - MOC AB-210T00 - ACCELERATE SALES PIPELINES WITH AI IN DYNAMICS 365

Categoria: **Dynamics 365**

INFORMAZIONI SUL CORSO

Durata:	Categoria:	Qualifica Istruttore:	Dedicato a:	Produttore:
3 Giorni	Dynamics 365	Microsoft Certified Trainer	Consulente Dynamics	Microsoft

OBIETTIVI

This course teaches learners how to design, configure, and govern AI-enhanced sales solutions using Dynamics 365 Sales, Microsoft Copilot, and AI agent capabilities to support sellers across the lead-to-cash process. Learners translate business requirements into practical, AI-first seller workflows that improve productivity, forecasting accuracy, and decision-making while aligning with organizational revenue goals, governance standards, and responsible AI practices.

PREREQUISITI

-Basic understanding of CRM systems
-Familiarity with sales processes
-Familiarity with Microsoft Power Platform

CONTENUTI

Configure Dynamics 365 Sales for AI-powered selling

-Transform customer experiences with AI in Dynamics 365 apps
-Discover Dynamics 365 Sales as an AI-powered sales solution
-Set up and configure Dynamics 365 Sales

Generate and qualify leads using AI in Dynamics 365 Sales

-Nurture and generate leads in Dynamics 365 Sales
-Qualify leads using the Sales Qualification Agent in Dynamics 365 Sales
-Engage with customers through text messages in Dynamics 365 Sales

Win deals with AI-powered sales execution in Dynamics 365 Sales

-Set up the product catalog in Dynamics 365 Sales
-Manage opportunities and process sales orders in Dynamics 365 Sale
-Close deals using AI agents in Dynamics 365 Sales
-Analyze sales performance using AI, forecasting, and dashboards in Dynamics 365 Sales

Extend Dynamics 365 Sales with AI and Power Platform tools

- -Get started with the Dynamics 365 Sales mobile app
- -Use Microsoft 365 services with model-driven apps and Microsoft Dataverse
- -Extend Dynamics 365 apps with Power Platform and Copilot Studio

INFO

Esame: AB-210 - Accelerating Sales Pipelines with AI in Dynamics 365
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)