



# Dynamics 365 Customer Experience Analyst Associate (MB-280T00)

**ID** MB-280T00 **Price** on request **Duration** 5 days

## Course Overview

This course represents the four-course series (MB-280T01-T04) aligning to the MB-280 certification exam. In this 5-day course series, students will learn the skills necessary to configure the Dynamics 365 customer experience model-driven apps, which include Dynamics 365 Sales and Dynamics 365 Customer Insights.

## Who should attend

This course is designed for IT or marketing professionals who want to learn how to leverage model-driven applications, Dynamics 365 Sales, Dynamics 365 Customer Insights, and Microsoft 365 Copilot for Sales for their organizations. Students should be familiar with Microsoft Power Apps and basic data modeling principles. Students should also be familiar with the Dynamics 365 customer experience suite, including Dynamics 365 Sales and Dynamics 365 Customer Insights.

## Course Content

- Get started using Dataverse
- Create relationships, business rules, calculations, and rollups in Dataverse
- Create a model-driven application in Power Apps
- Customize the command bar in Power Apps
- Visualize, import, and export Microsoft Dataverse data
- Work with Dynamics 365 Sales
- Set up and use the sales accelerator capabilities in Dynamics 365 Sales
- Implement goal management in Dynamics 365 Sales and Customer Service
- Enhance Dynamics 365 Sales with tools and apps
- Use Dynamics 365 Copilot for Sales
- Work with real-time features in Dynamics 365 Customer Insights - Journeys
- Unlock customer intent with Dynamics 365 Customer Insights - Data
- Validate your Dynamics 365 customer experience analyst skills

# About Fast Lane



Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.

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- ✓ Mobile Learning

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