



Empower sellers with Dynamics 365 Sales (MB-280T02)

ID MB-280T02 **Price** 1,390.— €(excl. tax) **Duration** 2 days

Course Overview

Dynamics 365 Sales helps accelerate sales teams' efforts with relationship-building tools and AI-driven insights. In this course, students will learn how to configure and leverage Dynamics 365 Sales to set sales teams up for success. First, students will set up and configure lead and opportunity management strategies. Then students will organize their product catalog and process sales orders. Finally, students will leverage relationship selling features, the Sales accelerator, and Sales Insights. In this course students will also learn how to set up and deploy Microsoft Copilot for Sales, a productivity tool to help sellers inside and outside Dynamics 365 Sales. This course is part of a four-course series (MB-280T01-T04) aligning to the MB-280 certification exam.

Customer Service

- Enhance Dynamics 365 Sales with tools and apps

Who should attend

This course is designed for IT or sales professionals who want to learn how to leverage Dynamics 365 Sales and Microsoft Copilot for Sales for their organizations.

This course is part of the following Certifications

Microsoft Certified: Dynamics 365 Customer Experience Analyst Associate (MCDCEAA)

Prerequisites

- Students should have knowledge in basic sales principles.
- Students should be familiar with the Dynamics 365 customer experience suite, including Dynamics 365 Sales and Dynamics 365 Customer Insights. They should also have basic model-driven application configuration experience.

Course Content

- 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

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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Training Methods

- ✓ Classroom Training
- ✓ Instructor-Led Online Training
- ✓ FLEX Classroom – Classroom & Online Hybrid
- ✓ Onsite & Customized Training
- ✓ E-Learning
- ✓ Blended & Hybrid Learning
- ✓ Mobile Learning

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Germany

**Fast Lane Institute for Knowledge
Transfer GmbH**

Tel. +49 40 25334610

info@flane.de / www.flane.de

Austria

ITLS GmbH

(Partner of Fast Lane)

Tel. +43 1 6000 8800

info@itls.at / www.itls.at

Switzerland

**Fast Lane Institute for Knowledge
Transfer (Switzerland) AG**

Tel. +41 44 8325080

info@flane.ch / www.flane.ch