



## Configure a Dynamics 365 customer experience solution (MB-280T04)

**ID** MB-280T04 **Price** 690.— €(excl. tax) **Duration** 1 day

### Course Overview

This learning path prepares you to complete the Dynamics 365 customer experience analyst challenge project and validate your skills. You should have already completed the following modules as part of the MB-280: Dynamics 365 Customer Experience Analyst course series. If you haven't, it's recommended that you take some time to complete these modules before beginning the challenge project.

### This course is part of the following Certifications

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

### Prerequisites

You should be familiar with the basic features of Dynamics 365 Sales and Dynamics 365 Customer Insights and how to configure them.

### Course Content

- Manage leads with Dynamics 365 Sales
- Manage opportunities with Dynamics 365 Sales
- Manage and organize your product catalog with Dynamics 365 Sales
- Create emails in Dynamics 365 Customer Insights - Journeys
- Build journeys with Dynamics 365 Customer Insights - Journeys
- Challenge project - Configure a Dynamics 365 customer experience solution

# 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
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- ✓ E-Learning
- ✓ Blended & Hybrid Learning
- ✓ Mobile Learning

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