



Introduction to Microsoft Dynamics 365 (CRM) (MB-910T00)

ID MB-910T00 **Price** 920.— €(excl. tax) **Duration** 1 day

Course Overview

Do you want to learn more about Dynamics 365? This course will provide you with a broad introduction to the customer engagement capabilities of Dynamics 365. You will become familiar with the concept of customer engagement, the core capabilities of customer engagement apps as well as with each of the customer engagement apps, including Dynamics 365 Customer Insights, Dynamics 365 Sales, Dynamics 365 Customer Service and Dynamics 365 Field Service. You will also learn how Copilot can assist you in executing customer engagement tasks in Dynamics 365. This course includes lectures and hands-on-labs.

Who should attend

The Introduction to Microsoft Dynamics 365 (CRM) course is targeted to those looking to familiarize themselves with and gain a broad exposure to the marketing, sales, customer service, and field service capabilities of Dynamics 365. People in various roles and stages in their careers can benefit from this fundamentals course. The course is designed for IT professionals, business stakeholders, entrepreneurs, students, and people starting or changing careers who want to be exposed to the customer relationship capabilities of Dynamics 365. This audience wants to explore how customer engagement apps (CRM) for Dynamics 365 can be used to:

- Unify profiles and tailor targeted customer journeys by using Dynamics 365 Customer Insights apps.
- Efficiently assist users through the complete sales order lifecycle by using Dynamics 365 Sales.
- Assist agents with case management through the complete customer support lifecycle by using Dynamics 365 Customer Service.
- Schedule and complete work orders by using Dynamics 365 Field Service.
- Evaluate how Copilot can assist with each of these.
- Learn about Dynamics 365 autonomous agents.

This course is part of the following Certifications

Microsoft Certified: Dynamics 365 Fundamentals (CRM) (MCDFCEA)

Course Content

- Explore the core capabilities of Microsoft Dynamics 365 customer engagement apps
- Explore the fundamentals of Microsoft Dynamics 365 Customer Insights
- Explore the fundamentals of Microsoft Dynamics 365 Sales
- Explore the fundamentals of Microsoft Dynamics 365 Customer Service
- Explore the fundamentals of Microsoft Dynamics 365 Field Service

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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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