



# Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (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 Marketing, Dynamics 365 Sales, Dynamics 365 Customer Service and Dynamics 365 Field Service. This course will include lecture as well as hands-on-labs.

- Explore other marketing capabilities and apps
- Explore Dynamics 365 Sales
- Use sales capabilities
- Explore Dynamics 365 Customer Service
- Examine knowledge management in Dynamics 365 Customer Service and related apps
- Explore Dynamics 365 Field Service
- Describe the scheduling process

## Who should attend

People in different roles and at various stages in their careers can benefit from this fundamentals course. This includes IT professionals, business stakeholders and others who want to be exposed to the customer engagement capabilities of Dynamics 365 as well as students, recent graduates, and people changing careers who want to leverage Dynamics 365 to move to the next level.

## This course is part of the following Certifications

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

## Prerequisites

Learners should have a fundamental understanding of customer engagement principles and business operations. An understanding of cloud computing is helpful, but isn't necessary.

## Course Content

- Navigate the Dynamics 365 customer engagement apps
- Explore common Dynamics 365 activities and integration options
- Explore Dynamics 365 Marketing

# 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.

## Fast Lane Services

- ✓ High End Technology Training
- ✓ Business & Soft Skill Training
- ✓ Consulting Services
- ✓ Managed Training Services
- ✓ Digital Learning Solutions
- ✓ Content Development
- ✓ Remote Labs
- ✓ Talent Programs
- ✓ Event Management Services

## Training Methods

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

## Technologies & Solutions

- ✓ Digital Transformation
- ✓ Artificial Intelligence
- ✓ Cloud
- ✓ Networking
- ✓ Cyber Security
- ✓ Wireless & Mobility
- ✓ Modern Workplace
- ✓ Data Center



**Worldwide Presence**  
with high-end training centers  
around the globe



**Multiple Awards**  
from vendors such as AWS,  
Microsoft, Cisco, Google, NetApp,  
VMware



**Experienced SMEs**  
with over 19.000 combined  
certifications

### 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