

MB-910: Microsoft Certified: Dynamics 365 Fundamentals (CRM)

- **Formato do curso:** Presencial e Live Training
- **Localidade:** Lisboa
- **Data:** 21 Mar. 2022 a 22 Mar. 2022
- **Preço:** 510€
- **Horário:** Laboral - das 9h00 às 17h00
- **Nível:** Iniciado
- **Duração:** 7 horas

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.

Destinatários

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.

Pré-requisitos

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

Objetivos

You will learn to:

- Describe the capabilities and functionality of Dynamics 365 Marketing
 - Describe the capabilities and functionality of Dynamics 365 Sales
 - Describe the capabilities and functionality of Dynamics 365 Customer Service
 - Describe the capabilities and functionality of Dynamics 365 Field Service
 - Describe the core capabilities of Dynamics 365 customer engagement apps
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Examine the core capabilities of Microsoft Dynamics 365 customer engagement apps

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

Learn the fundamentals of Dynamics 365 Marketing

- Explore Dynamics 365 Marketing
- Explore other marketing capabilities and apps

Learn the fundamentals of Dynamics 365 Sales

- Examine Dynamics 365 Sales
- Use sales capabilities

Learn the Fundamentals of Dynamics 365 Customer Service

- Explore Dynamics Field Service
- Examine knowledge management in Dynamics 365 Customer Service and related apps

Learn the Fundamentals of Dynamics 365 Field Service

- Explore Dynamics 365 Field Service
 - Describe the scheduling process
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Ao concluir com aproveitamento esta formação, cumprindo a percentagem mínima de 70% de assiduidade e após avaliação ao curso, o formando poderá receber o seu Certificado Microsoft de conclusão e o badge digital para partilhar com a sua rede profissional online.