

Design and deliver powerful customer experiences with Dynamics 365 Customer Insights (MB-280T03)

ID MB-280T03 **Price** CHF 870.—(excl. VAT) **Duration** 1 day

Who should attend

This course is designed for IT or marketing professionals who want to learn how to leverage Dynamics 365 Customer Insights 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 marketing 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 real-time features in Dynamics 365 Customer Insights - Journeys
- Unlock customer intent with Dynamics 365 Customer Insights - Data

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Training Centres worldwide



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