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## 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

## Training Centres worldwide



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