



Configure a Dynamics 365 customer experience solution (MB-280T04)

ID MB-280T04 **Price** CHF 870.—(excl. VAT) **Duration** 1 day

This course is part of the following Certifications

Microsoft Certified: Dynamics 365 Customer Experience Analyst Associate (MCDCEAA)

Prerequisites

You should be familiar with the basic features of Dynamics 365 Sales and Dynamics 365 Customer Insights and how to configure them.

Course Content

- Manage leads with Dynamics 365 Sales
- Manage opportunities with Dynamics 365 Sales
- Manage and organize your product catalog with Dynamics 365 Sales
- Create emails in Dynamics 365 Customer Insights - Journeys
- Build journeys with Dynamics 365 Customer Insights - Journeys
- Challenge project - Configure a Dynamics 365 customer experience solution

Training Centres worldwide



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