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# Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM) (MB-910T00)

**ID** MB-910T00 **Price** CHF 870.—(excl. VAT) **Duration** 1 day

## 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
- 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

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