## Course duration

- 2 days

## Course Benefits

- 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 capabilities and functionality of Dynamics 365 Project Operations (CRM)

Microsoft Certified Partner

Webucator is a Microsoft Certified Partner for Learning Solutions (CPLS). This class uses official Microsoft courseware and will be delivered by a Microsoft Certified Trainer (MCT).

## Course Outline

1. Learn the Fundamentals of Dynamics 365 Marketing
    1. Get introduced to the Dynamics 365 customer engagement apps
    2. Examine Dynamics 365 Marketing
    3. Describe Dynamics 365 Marketing capabilities
    4. Review Additional Marketing Apps
    5. Lab: Working with customer engagement apps
    6. Lab: Manage Customers and Activities
    7. Lab: Search and filter data
    8. Lab: Dynamics 365 Marketing Capstone
2. Learn the Fundamentals of Dynamics 365 Sales
    1. Explore Dynamics 365 Sales
    2. Manage the sales lifecycle with Dynamics 365 Sales
    3. Review additional sales apps
    4. Lab: Dynamics 365 Sales Capstone Lab
3. Learn the Fundamentals of Dynamics 365 Customer Service
    1. Examine Dynamics 365 Customer Service
    2. Describe Dynamics Customer Service capabilities
    3. Review additional customer service apps
    4. Lab: Dynamics 365 Capstone Lab
4. Learn the Fundamentals of Dynamics 365 Field Service
    1. Examine Dynamics Field Service

    2. Generate Work Orders in Dynamics 365 Field Service
    3. Describe the scheduling capabilities of Dynamics 365 Field Service
    4. Examine the inventory management capabilities of Dynamics 365 Field Service
    5. Review the asset management capabilities of Dynamics 365 Field Service
    6. Lab: Dynamics 365 Capstone Lab
5. Learn the Fundamentals of Dynamics 365 Project Operations (CRM)
    1. Examine Dynamics 365 Project Operations
    2. Describe the sales capabilities of Dynamics 365 Project Operations
    3. Plan projects with Dynamics 365 Project Operations
    4. Review the resource utilization capabilities of Dynamics 365 Project Operations
    5. Lab: Dynamics 365 Project Operations Capstone Lab

## Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.

Class Prerequisites

Experience in the following *is required* for this Dynamics 365 class:

- Fundamental understanding of customer engagement principles and business operations.

Experience in the following *would be useful* for this Dynamics 365 class:

- An understanding of cloud computing is helpful but isn't necessary.