



cloudthat



Microsoft

MB-910: MICROSOFT DYNAMICS 365 FUNDAMENTALS CUSTOMER ENGAGEMENT APPS (CRM)



Course Level:

Fundamental

Course Duration:

1 Day

Course Overview:

This Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (MB-910) certification training course from CloudThat is ideal for tech-savvy individuals having basic knowledge of business functions like sales, marketing, support lifecycles, and services. This exam MB-910 provides candidates fundamental understanding of customer engagement features and capabilities of Dynamics 365 apps.

Candidates taking up this MB-910 certification course are introduced to Dynamics 365 Sales, Dynamics 365 Marketing, Dynamics 365 Field Service, Dynamics 365 Customer Service, and shared features.

Note: The MB-910 and MB-920 is the new version of MB-901 exam which expired on June 30, 2021.



Prerequisites

As the prerequisites of Microsoft MB-910 exam, learners should have a fundamental understanding of customer engagement principles and business operations. An understanding of cloud computing is helpful but isn't necessary.

Objectives



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)

With Dynamics Mastery Pass, gain expertise from Microsoft Dynamics Certified Experts in the industry and enhance your career prospects by becoming a Certified Dynamics Expert with a high-paying job.

[Enroll Today!](#)

Course Outline

Module 1: Learn the Fundamentals of Dynamics 365 Marketing

Lessons

- Get introduced to the Dynamics 365 customer engagement apps
- Examine Dynamics 365 Marketing
- Describe Dynamics 365 Marketing capabilities
- Review Additional Marketing Apps

Hands-On

- Working with customer engagement apps
- Manage Customers and Activities
- Search and filter data
- Dynamics 365 Marketing Capstone Lab
- Create a marketing email
- Create a Segment in Dynamics 365 Marketing
- Create a Customer Journey

Module 2: Learn the Fundamentals of Dynamics 365 Sales

Lessons

- Explore Dynamics 365 Sales
- Manage the sales lifecycle with Dynamics 365 Sales
- Review additional sales apps

Course Outline

Hands-On: Dynamics 365 Sales Capstone Lab

- Create and qualify a Lead
- Manage a sales Opportunity

Module 3: Learn the Fundamentals of Dynamics 365 Customer Service

Lessons

- Examine Dynamics 365 Customer Service
- Describe Dynamics Customer Service capabilities
- Review additional customer service apps

Hands-On: Dynamics 365 Capstone Lab

- Create and publish a Knowledge Article
- Manage a support Case through its life cycle

Module 4: Learn the Fundamentals of Dynamics 365 Field Service

Lessons

- Examine Dynamics Field Service
- Generate Work Orders in Dynamics 365 Field Service
- Describe the scheduling capabilities of Dynamics 365 Field Service
- Examine the inventory management capabilities of Dynamics 365 Field Service
- Review the asset management capabilities of Dynamics 365 Field Service

Course Outline

Hands-On: Dynamics 365 Capstone Lab

- Create a Case and escalate to a Work Order
- Schedule items with Dynamics 365 Field Service

Module 5: Learn the Fundamentals of Dynamics 365 Project Operations (CRM)

Lessons

- Examine Dynamics 365 Project Operations
- Describe the sales capabilities of Dynamics 365 Project Operations
- Plan projects with Dynamics 365 Project Operations
- Review the resource utilization capabilities of Dynamics 365 Project Operations

Hands-On: Dynamics 365 Project Operations Capstone Lab

- Create a project-based Lead
- Manage a project-based Opportunity
- Create a Project Quote and Project Estimate

Who should attend this course?

The Microsoft MB-910 certification training course is for IT professionals, business stakeholders and others who want to be exposed to the customer engagement capabilities of Dynamics 365, students, recent graduates, and people changing careers who want to leverage Dynamics 365 to move to the next level.

About CloudThat

CloudThat is the first company in India to offer Cloud Training & Consulting services for mid-market & enterprise clients from across the globe. Since our inception in 2012, we have trained over 500K IT professionals from fortune 500 companies on technologies such as cloud, virtualization, Artificial Intelligence, Machine Learning, IoT, OpenStack, OpenShift, DevOps, MongoDB, Big Data and more.

Through sheer dedication and excellence in the field of cloud training, CloudThat has been recently recognized as VMware Authorized Training Reseller. In addition, CloudThat is a proud Microsoft Gold Partner, AWS Advanced Consulting Partner, Google Cloud Platform Partner, and Databricks Partner. Recently, we have won the Microsoft Asia Superstar Campaign for India-2021 for being a global leader in providing cloud training and consultancy services with exemplary track record.

Our Success Track

11+ Years
of Experience

100+
Corporates served

28+
countries catered

650K+
Professionals trained

300+
Projects delivered

500+
Cloud certifications

To know more about our VMware certification training, email at sales@cloudthat.com or call us at **+918880002200**.