

## MB-901T00 Microsoft Dynamics 365 Fundamentals

### Overview

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This course provides learners with a broad overview of Dynamics 365 applications. We will introduce you each of the applications, articulate their business value, and discuss and demo core functionality. We will cover Dynamics 365 security, reporting, and familiarize you with data and product integrations available.

### Target Audience

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This course is targeted to learners who want to acquire a solid grounding in the fundamentals of Dynamics 365.

### Course Objectives

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- Distinguish between the different Dynamics 365 applications
- Articulate the business value and core functionality of the Dynamics 365 apps
- Describe artificial intelligence (AI) and mixed reality (MR)
- Define the digital transformation loop
- Describe cloud-based security
- Summarize role-based security in Dynamics 365
- Explain Dynamics 365 reporting options
- Give examples of cross-Dynamics app integration
- Describe Office 365 and Dynamics 365 integration

### Course Outline

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#### 1 - Introduction to Microsoft Dynamics 365

- Introduction
- Dynamics 365 Applications
- What is artificial intelligence (AI)?
- What is mixed reality (MR)?
- Digital Transformation
- Summary

## 2 - Principles of cloud computing

Introduction  
What is cloud computing?  
Benefits of cloud computing  
Compliance, terms, and requirements  
Types of cloud services  
Deployment  
Azure DevOps  
Microsoft Dynamics Lifecycle Services (LCS)  
Explore Power Platform Admin Center  
Summary

## 3 - Introduction to Dynamics 365 Sales

Introduction  
Automation of business processes with Dynamics 365 Sales  
Manage the sales process and pipeline  
Benefits of Microsoft Relationship Sales Solution (MRSS)  
Dynamics 365 Sales Insights  
Dynamics 365 Customer Voice  
Dynamics 365 Product Visualize  
Summary

## 4 - Introduction to Dynamics 365 Marketing

Introduction  
The benefits of Dynamics 365 Marketing  
Features and functionality of Dynamics 365 Marketing  
Lead generation and qualification  
Customer journey  
Segmentation  
Event management  
Summary

## 5 - Introduction to Dynamics 365 Customer Service

Introduction  
Overview of Dynamics 365 Customer Service  
Account management  
Case lifecycle management  
Knowledge articles  
Omnichannel for Dynamics 365 Customer Service  
Power Apps Portals  
Dynamics 365 Customer Service Insights  
Summary

## 6 - Introduction to Dynamics 365 Field Service

Introduction  
Benefits of Dynamics 365 Field Service  
Connected Field Service  
Service resource scheduling  
Resource Scheduling Optimization (RSO)  
Field Service Mobile  
Dynamics 365 Remote Assist  
Dynamics 365 Guides  
Summary

## 7 - Introduction to Dynamics 365 Finance

Introduction  
Overview of Dynamics 365 Finance  
Dynamics 365 Finance core capabilities  
Summary

## 8 - Introduction to Dynamics 365 Supply Chain Management

Introduction  
Overview of Dynamics 365 Supply Chain Management  
Dynamics 365 Supply Chain Management core capabilities  
Dynamics 365 Layout  
Summary

## 9 - Introduction to Dynamics 365 Business Central

Introduction  
Overview of Dynamics 365 Business Central  
Finance and budgeting  
Supply chain management  
Project management  
Sales and service  
When should you use Business Central versus other Dynamics 365 applications?  
Summary

## 10 - Introduction to Dynamics 365 Human Resources

Introduction  
Overview of Dynamics 365 Human Resources  
Employee Self-service  
Personnel management  
Benefits management  
Employee development  
Summary

## 11 - Introduction to Dynamics 365 Commerce

Introduction  
Overview of Dynamics 365 Commerce  
Omnichannel and Channel management  
Dynamics 365 Commerce core functional areas  
Assisted Selling  
Merchandizing and inventory  
Dynamics 365 Commerce deployment options  
Dynamics 365 Fraud Protection  
Summary

## 12 - Recognize Dynamics 365 Security

Introduction  
Dynamics 365 cloud security  
Cloud security basics  
Understanding role-based security  
Security in Finance and Operations apps  
Summary

## 13 - Connect and analyze your Dynamics 365 data

Introduction  
The use of Microsoft Power Platform in Dynamics 365  
Benefits of Common Data Service  
Dynamics 365 reporting  
Summary

## 14 - Explore model-driven app integrations and Dynamics 365 Customer Insights

Introduction  
Integration across Dynamics 365 applications  
Integration with Microsoft products  
Integration with third-party applications  
Dynamics 365 Customer Insights  
Summary

## 15 - Explore Finance and Operations cross-app integrations

Introduction  
Integration across Dynamics 365 apps  
Discover the Data Management Framework  
Integrations across Microsoft products  
Integrations with third-party apps  
Explore external system integration capabilities  
Summary