

MB-901T00 Microsoft Dynamics 365 Fundamentals

Overview

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

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

Course Objectives

- 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

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