

**Microsoft Dynamics 365 Fundamentals (CRM) (MB-910)**

**Course Number:** MOC-MB-910
**Duration:** 1 day

**Overview**

This live online or in-person Microsoft Dynamics 365 Fundamentals (CRM) training (Microsoft course MB-910) teaches attendees how to leverage the customer engagement capabilities of Dynamics 365. Participants learn to use customer engagement apps, including Dynamics 365 Marketing, Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, and customer relationship management (CRM) in Dynamics 365 Project Operations. This course prepares students for the [MB-910 exam](https://docs.microsoft.com/en-us/learn/certifications/exams/MB-910) for which every attendee receives a voucher.

**Prerequisites**

All attendees must have a fundamental understanding of customer engagement principles and business operations. An understanding of cloud computing is helpful, but not necessary.

**Materials**

All Microsoft Dynamics 365 Fundamentals training students receive Microsoft official courseware.

For all Microsoft Official Courses taught in their entirety that have a corresponding certification exam, an exam voucher is included for each participant.

**Software Needed on Each Student PC**

Attendees will not need to install any software on their computers for this class. The class will be conducted in a remote environment that Accelebrate will provide; students will only need a local computer with a web browser and a stable Internet connection. Any recent version of Microsoft Edge, Mozilla Firefox, or Google Chrome will work well.

**Objectives**

All students will learn how to describe the capabilities and functionality of:

* Dynamics 365 Marketing
* Dynamics 365 Sales
* Dynamics 365 Customer Service
* Dynamics 365 Field Service
* Dynamics 365 customer engagement apps

**Outline**

* Introduction
* Core Capabilities of Microsoft Dynamics 365 Customer Engagement Apps
	+ Navigate the Dynamics 365 customer engagement apps
	+ Explore common Dynamics 365 activities and integration options
* Fundamentals of Dynamics 365 Marketing
	+ Explore Dynamics 365 Marketing
	+ Explore other marketing capabilities and apps
* Fundamentals of Dynamics 365 Sales
	+ Examine Dynamics 365 Sales
	+ Use sales capabilities
* Fundamentals of Dynamics 365 Customer Service
	+ Explore Dynamics Field Service
	+ Examine knowledge management in Dynamics 365 Customer Service and related apps
* Fundamentals of Dynamics 365 Field Service
	+ Explore Dynamics 365 Field Service
	+ Describe the scheduling process
* Conclusion