Training: Microsoft

MB-280T01: Configure Dynamics 365 customer experience model-driven apps

TRAINING GOALS:

With model-driven apps, organizations can customize their user experiences with little to no code and create powerful applications that empower their users and increase productivity. This course is designed to help students learn the skills necessary to configure the Dynamics 365 customer experience model-driven apps, which include Dynamics 365 Sales and Dynamics 365 Customer Insights.

Audience Profile:
This course is designed for IT or marketing professionals who want to learn how to leverage model-driven applications, Dynamics 365 Sales, Dynamics 365 Customer Insights, and Microsoft 365 Copilot for Sales for their organizations.

CONSPECT:

- Get started using Dataverse
  - Module 1: Create and manage environments in Dataverse
  - Module 2: Create tables in Dataverse
  - Module 3: Create columns in Dataverse
  - Module 4: Work with choices in Dataverse
  - Module 5: Create and manage Dataverse tables in Power Apps
  - Module 6: Create and use SharePoint as a data source in Power Apps
  - Module 7: Get started with AI Builder
- Create relationships, business rules, calculations, and rollups in Dataverse
  - Module 1: Create a relationship between tables in Dataverse
  - Module 2: Define and create business rules in Dataverse
  - Module 3: Create and manage calculations and rollup columns in Dataverse
- Customize the command bar in Power Apps
  - Module 1: Customize the command bar
  - Module 2: Common command bar scenarios
  - Module 3: Advanced command bar concepts

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- Visualize, import, and export Microsoft Dataverse data
  - Module 1: Visualize data with Dataverse views
  - Module 2: Use Power Query to load data in Dataverse
  - Module 3: Use Microsoft Word and Excel templates with Dataverse
  - Module 4: Integrate Dataverse with Azure Synapse Analytics
  - Module 5: Export data to Azure Data Lake Storage Gen2

REQUIREMENTS:

Familiarity with Microsoft Power Apps and basic data modeling principles. Familiarity with the Dynamics 365 customer experience suite, including Dynamics 365 Sales and Dynamics 365 Customer Insights.

Difficulty level



CERTIFICATE:

The participants will obtain certificates signed by Microsoft (course completion).

This course will help prepare you for the **Microsoft Certified: Dynamics 365 Customer Experience Analyst Associate** certification, which is available through the Pearson VUE test centers.

TRAINER:

Microsoft Certified Trainer (MCT)

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