Training: Microsoft

MB-280T04: Configure a Dynamics 365 customer experience solution

Microsoft Partner

TRAINING GOALS:

The Dynamics 365 customer experience suite includes Dynamics 365 Sales and Dynamics 365 Customer Insights. These powerful applications allow organizations to build relationships with their customers and deliver impactful, personalized experiences. In this one-day, hands-on Applied Workshop, students will practice their Customer Experience Analyst skills by creating an end-to-end solution to solve a problem for a fictitious company.

Audience Profile:
This course is designed for IT, sales, or marketing professionals who want to learn how to leverage the Dynamics 365 customer experience product suite for their organizations. Students should have hands-on experience with Dynamics 365 Sales and Dynamics 365 Customer Insights.

CONSPECT:

- Validate your Dynamics 365 customer experience analyst skills
  - Module 1: Nurture and generate leads in Dynamics 365 Sales
  - Module 2: Manage opportunities and process sales orders in Dynamics 365 Sales
  - Module 3: Use Dynamics 365 Sales Insights, Copilot, and sales accelerator
  - Module 4: Manage and configure your product catalog in Dynamics 365 Sales
  - Module 5: Create a unified customer data platform with Dynamics 365 Customer Insights - Data
  - Module 6: Build marketing journeys and send communications with Dynamics 365 Customer Insights - Journeys

REQUIREMENTS:

Hands-on experience with Dynamics 365 Sales and Dynamics 365 Customer Insights. Model-driven application configuration experience including table and column management, user experience design, and data import/export.

Compendium Centrum Edukacyjne Spółka z o.o.
ul. Tatarska 5, 30-103 Kraków, tel.: (12) 298 47 77
ul. Postępu 18B, 02-676 Warszawa, tel.: (22) 417 41 70

BNP Paribas Bank Polska S.A.
EUR: PL 79 1600 1462 1853 6451 3000 0006
USD: PL 52 1600 1462 1853 6451 3000 0007

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 exam (Exam MB-280), which is available through the Pearson VUE test centers.

TRAINER:

Microsoft Certified Trainer (MCT)

Compendium Centrum Edukacyjne Spółka z o.o.
ul. Tatarska 5, 30-103 Kraków, tel.: (12) 298 47 77
ul. Postępu 18B, 02-676 Warszawa, tel.: (22) 417 41 70
BNP Paribas Bank Polska S.A.
EUR: PL 79 1600 1462 1853 6451 3000 0006
USD: PL 52 1600 1462 1853 6451 3000 0007