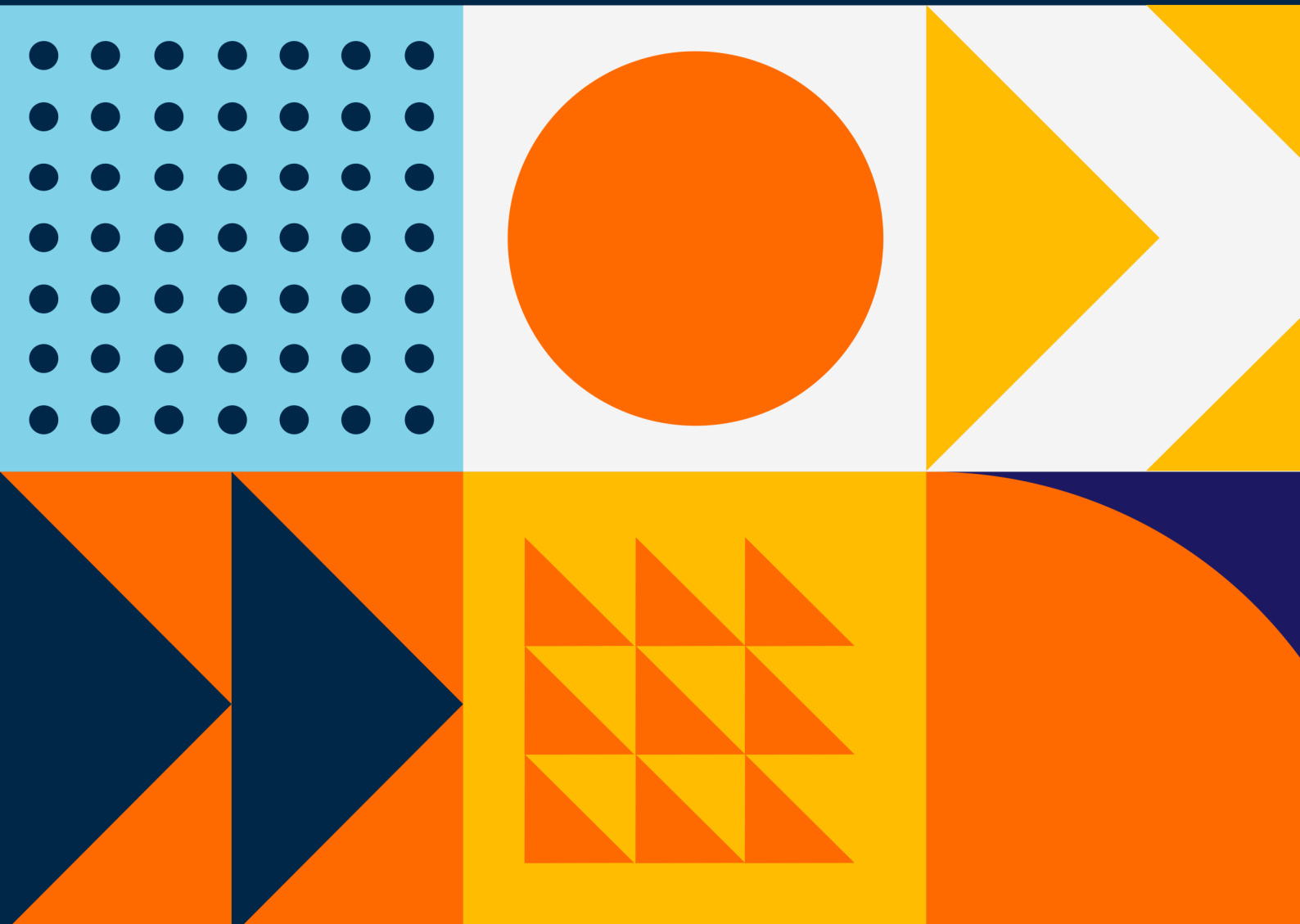




We do **IT**
to inspire.

Project and Program Management:

**Microsoft Dynamics 365 Fundamentals
(CRM) Training**





About Us

who we are.

Averest is one of the leading and fast-growing companies specialising in Information Technologies, Cyber Security, Cloud Computing, DevOps, Artificial Intelligence, Agile and Scrum, and Project Management, which is based in the United Kingdom and Turkey. Averest provides high-quality tech-accredited training and business solutions to its clients on these topics and more.



Why You Should Learn With Us?

We offer accredited Programs that are available for anyone wishing to acquire skills and gain professional certification to take their career to the next level.

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Program

Microsoft Dynamics 365 Fundamentals (CRM) Training

Overview

Microsoft Dynamics 365 is a popular cloud-based business application suite that combines Enterprise Resource Planning (ERP) features with Customer Relationship Management (CRM) components (CRM). This enables businesses to monitor day-to-day operations and translate data into actionable results. Obtaining Microsoft Dynamics 365 Fundamentals (CRM) certification is beneficial to any professional seeking to establish themselves as a CRM industry leader.

What You Will Learn?

- Understand the capabilities and functionality of Dynamics 365 Marketing
- Gain knowledge of capabilities and functionality of Dynamics 365 Sales
- Learn about the capabilities and functionality of Dynamics 365 Project Operations (CRM)
- Know about the capabilities and functionality of Dynamics 365 Customer Service
- Understand the various capabilities and functionality of Dynamics 365 Field Service

Course Key Features

- Expert Microsoft Dynamics 365 instructors across the globe
- Accredited Microsoft Dynamics 365 Fundamentals course material
- Get hands-on experience through Microsoft Dynamics lab sessions
- Industry-recognized MB-910 Course Completion certificate provided

Eligibility

Job roles that can take up Microsoft Dynamics 365 Fundamentals (CRM) such as; Finance Professionals, Sales Professionals, Accounting Professionals, Managers, Consultants, Microsoft Dynamics 365 End Users, Business Stakeholders, Students, Aspiring Microsoft Dynamics 365 Professionals, Anyone who is looking to gain a fundamental understanding of the Microsoft Dynamics 365 tool, Professionals looking to take up MB-910 certification exam.

Program

Microsoft Dynamics 365 Fundamentals (CRM) Training

Program Outline

Module 1: Examine the core capabilities of Microsoft Dynamics 365 customer engagement apps

- Navigate the Dynamics 365 customer engagement apps
- Explore common Dynamics 365 activities and integration options
- Lab : Validate lab environment and work with the customer engagement apps
- Lab : Manage Customers and Activities

Module 3: Learn the fundamentals of Dynamics 365 Sales

- Examine Dynamics 365 Sales
- Use sales capabilities
- Lab : Create and manage a Lead
- Lab : Create and manage an Opportunity

Module 5: Learn the Fundamentals of Dynamics 365 Field Service

- Explore Dynamics 365 Field Services

Module 2: Learn the fundamentals of Dynamics 365 Marketing

- Explore Dynamics 365 Marketing
- Explore other marketing capabilities and apps
- Lab : Create a Customer Journey
- Lab : Create a Segment

Module 4: Learn the Fundamentals of Dynamics 365 Customer Service

- Explore Dynamics 365 Field Service
- Examine knowledge management in Dynamics 365 Customer Service and related apps
- Lab : Create and manage Cases
- Lab : Create and publish a Knowledge Base article

Program

Microsoft Dynamics 365 Fundamentals (CRM) Training

- Describe the scheduling process
- Lab : Create work orders in Dynamics 365 Field Service
- Lab : Create an Inspection

Program

Microsoft Dynamics 365 Fundamentals (CRM) Training

Program Schedule



LONDON

71-75 Shelton Street Covent Garden
London, United Kingdom WC2H 9JQ
+44 20 3967 83 79

ISTANBUL

Merkez Mah. Abide-i Hürriyet Cad. Blackout A Blok Kat:1
No:64 Sisli, Istanbul, Turkey 34381
+90 534 551 20 88
info@averesttraining.com