

MICROSOFT OFFICIAL CURRICULUM

Microsoft

AB-210T00

Accelerate sales pipelines with AI in Dynamics 365

Official Microsoft Learn-aligned instructor-led program for Accelerate sales pipelines with AI in Dynamics 365.

Microsoft Dynamics 365 & Power Platform Solutions

Intermediate

Dynamics Sales

DURATION
3 days

LEVEL
Intermediate

FORMAT
Virtual, On-site, or Hybrid

CERTIFICATION
AB-210T00

AUDIENCE PROFILE

Built for these roles

This course is designed for professionals who want to learn how to build AI enhanced sales solutions using Dynamics 365 Sales, Microsoft Copilot, and AI agents. It is ideal for students who want to understand how modern sales teams use AI to manage leads, opportunities, forecasting, and seller productivity. Learners may have a general understanding of sales processes or Dynamics 365 but are looking to develop the skills needed to translate business requirements into practical, AI powered sales workflows while following governance and responsible AI practices.

OVERVIEW

Executive overview

This course teaches learners how to design, configure, and govern AI enhanced sales solutions using Dynamics 365 Sales, Microsoft Copilot, and AI agent capabilities to support sellers across the lead to cash process. Learners translate business requirements into practical, AI first seller workflows that improve productivity, forecasting accuracy, and decision making while aligning with organizational revenue goals, governance standards, and responsible AI practices.

PROGRAM OUTCOMES

Capabilities your teams will gain

- Strengthen capability in microsoft dynamics 365 & power platform solutions scenarios
- Strengthen capability in dynamics sales scenarios
- Strengthen capability in role-based scenarios

TALK TO US

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ENTERPRISE CUSTOMIZATION

Enterprise customization

Tailor this program to your organization's priorities: Builds current Microsoft credential readiness for Accelerate sales pipelines with AI in Dynamics 365 using the official Microsoft Learn outline.

Customization options

- Align labs to your production environment and platform priorities
- Add readiness reviews and instructor-led practice sessions
- Extend into project-specific architecture or delivery coaching

CURRICULUM

Curriculum roadmap

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MODULE 1

Configure Dynamics 365 Sales for AI-powered selling

Learn how to configure Dynamics 365 Sales with AI-powered tools like Copilot and AI agents to empower sellers and accelerate pipelines.

- Transform customer experiences with AI in Dynamics 365 apps
- Discover Dynamics 365 Sales as an AI-powered sales solution
- Set up and configure Dynamics 365 Sales

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MODULE 2

Generate and qualify leads using AI in Dynamics 365 Sales

Learn how to configure lead management, automate lead qualification, and leverage AI-powered tools in Dynamics 365 Sales to prioritize and engage with leads effectively.

- Nurture and generate leads in Dynamics 365 Sales
- Qualify leads using the Sales Qualification Agent in Dynamics 365 Sales
- Engage with customers through text messages in Dynamics 365 Sales

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MODULE 3

Win deals with AI-powered sales execution in Dynamics 365 Sales

Learn how to set up the product catalog, manage opportunities, deploy AI sales agents, and analyze pipeline performance in Dynamics 365 Sales.

- Set up the product catalog in Dynamics 365 Sales
- Manage opportunities and process sales orders in Dynamics 365 Sales
- Close deals using AI agents in Dynamics 365 Sales
- Analyze sales performance using AI, forecasting, and dashboards in Dynamics 365 Sales

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MODULE 4

Extend Dynamics 365 Sales with AI and Power Platform tools

Learn how to enhance Dynamics 365 Sales with AI tools and Power Platform capabilities, including mobile apps, automation, and analytics.

- Get started with the Dynamics 365 Sales mobile app
- Use Microsoft 365 services with model-driven apps and Microsoft Dataverse
- Extend Dynamics 365 apps with Power Platform and Copilot Studio

PRIVATE DELIVERY

Plan a private cohort for your team

Scope delivery format, role mix, and rollout timeline with our solutions team.

[Plan Private Delivery](#)

[Book advisory call](#)

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