

PROFESSIONAL COURSE OUTLINE

Microsoft

Dynamics 365 Fundamentals (CRM)

Program aligned

As a candidate for this certification, you aspire to understand how customer engagement apps for Dynamics 365 can be used to: Unify profiles and tailor targeted, personalized customer journeys by using Dynamics 365 Customer Insights apps.

Microsoft Dynamics 365 & Power Platform Solutions

Beginner

Dynamics 365

PROGRAM CODE

Program aligned

DELIVERY

Virtual, On-site, or Hybrid

DURATION

Exam: 45 minutes

CERTIFICATION

**Microsoft Certified:
Dynamics 365
Fundamentals (CRM)**

AUDIENCE PROFILE

Who This Program Is For

Built for Business Owner learners preparing for Dynamics 365 Fundamentals (CRM).

PROGRAM SUMMARY

What This Course Covers

As a candidate for this certification, you aspire to understand how customer engagement apps for Dynamics 365 can be used to: Unify profiles and tailor targeted, personalized customer journeys by using Dynamics 365 Customer Insights apps.

TAILORED DELIVERY

Adapt the program around your team.

This outline can be adapted for virtual, on-site, or hybrid delivery, with emphasis adjusted for your team's platform priorities, role mix, and implementation goals.

Enterprise-ready delivery format

VNode ITeS can align labs, examples, delivery pace, and assessment checkpoints to the required audience profile while preserving the official program sequence where applicable.

COMPLETE MODULE SEQUENCE

Module Flow and Topic Coverage

The structure below presents the current delivery flow for this program, including the associated topics covered under each module.



Plan the next session

We can tune this outline around your delivery goals and team mix.

TALK TO US

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Page 1 of 2

1

MODULE 1

Describe Dynamics 365 Customer Insights

Official Microsoft Learn measured skill area for Dynamics 365 Fundamentals (CRM).

- Describe Dynamics 365 Customer Insights
- Describe Dynamics 365 Sales

2

MODULE 2

Describe Dynamics 365 Sales

Official Microsoft Learn measured skill area for Dynamics 365 Fundamentals (CRM).

- Describe Dynamics 365 Customer Service
- Describe Dynamics 365 Field Service

3

MODULE 3

Describe Dynamics 365 Customer Service

Official Microsoft Learn measured skill area for Dynamics 365 Fundamentals (CRM).

- Explore the core capabilities of customer engagement apps in Dynamics 365

4

MODULE 4

Describe Dynamics 365 Field Service

Official Microsoft Learn measured skill area for Dynamics 365 Fundamentals (CRM).

- Describe Dynamics 365 Field Service

5

MODULE 5

Explore the core capabilities of customer engagement apps in Dynamics 365

Official Microsoft Learn measured skill area for Dynamics 365 Fundamentals (CRM).

- Explore the core capabilities of customer engagement apps in Dynamics 365