

MICROSOFT OFFICIAL CURRICULUM

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

DURATION

Exam: 45 minutes

LEVEL

Beginner

FORMAT

Virtual, On-site, or Hybrid

CERTIFICATION

Microsoft Certified:
Dynamics 365
Fundamentals (CRM)

AUDIENCE PROFILE

Built for these roles

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

OVERVIEW

Executive overview

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.

PROGRAM OUTCOMES

Capabilities your teams will gain

- Describe Dynamics 365 Customer Insights
- Describe Dynamics 365 Sales
- Describe Dynamics 365 Customer Service
- Describe Dynamics 365 Field Service

ENTERPRISE CUSTOMIZATION

Enterprise customization

Tailor this program to your organization's priorities: Builds current Microsoft credential readiness for Dynamics 365 Fundamentals (CRM) using the official Microsoft Learn skill outline.

Customization options

- Align labs to your Microsoft tenant and workload scenarios
- Add readiness checks and exam preparation reviews
- Extend delivery with role-specific implementation workshops

TRAINING PROVIDER

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CURRICULUM

Curriculum roadmap

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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

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PROGRAM BRIEF

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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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