



MB-901T00-A - Microsoft Dynamics 365 Fundamentals

Microsoft - Dynamics 365 - Virtualizzazione e Cloud

Durata:

2 Giorni

Lingue:

Italiano

Certificazione:

Microsoft Certified: Dynamics 365 Fundamentals

Descrizione del corso

This course provides learners with a broad overview of Dynamics 365 applications. We will introduce you each of the applications, articulate their business value, and discuss and demo core functionality. We will cover Dynamics 365 security, reporting, and familiarize you with data and product integrations available.

Programma

Module 1: Introduction to Microsoft Dynamics 365

- Dynamics 365 Applications
- What is artificial intelligence (AI)?
- What is mixed reality (MR)?
- Digital Transformation

Module 2: Principles of cloud computing and deployment

- What is cloud computing?
- Benefits of cloud computing
- Compliance, terms and requirements
- Types of cloud services
- Deployment
- Azure DevOps
- Microsoft Dynamics Lifecycle Services (LCS)
- Explore Power Platform Admin Center

ITCore Group

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Module 3: Recognize Dynamics 365 Security

- Dynamics 365 cloud security
- Cloud security basics
- Understanding role-based security
- Security in Finance and Operations apps

Module 4: Connect and analyze your Dynamics 365 data

- The use of Microsoft Power Platform in Dynamics 365
- Benefits of Common Data Service
- Dynamics 365 reporting

Module 5: Introduction to Dynamics 365 Sales

- Automation of business processes with Dynamics 365 Sales
- Manage the sales process and pipeline
- Benefits of Microsoft Relationship Sales Solution (MRSS)
- Dynamics 365 Sales Insights
- Microsoft Forms Pro
- Dynamics 365 Product Visualize

Module 6: Introduction to Dynamics 365 Marketing

- The benefits of Dynamics 365 Marketing
- Features and functionality of Dynamics 365 Marketing
- Lead generation and qualification
- Customer journey
- Segmentation
- Event management

Module 7: Introduction to Dynamics 365 Customer Service

- Overview of Dynamics 365 Customer Service
- Account Management
- Case lifecycle management
- Knowledge articles
- Omnichannel for Dynamics 365 Customer Service
- PowerApps Portals
- Dynamics 365 Customer Service Insights

Module 8: Introduction to Dynamics 365 Field Service

- Benefits of Dynamics 365 Field Service

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- Connected Field Service
- Service resource scheduling
- Resource Scheduling Optimization (RSO)
- Field Service Mobile
- Dynamics 365 Remote Assist
- Dynamics 365 Guides

Module 9: Explore model-driven app integrations and Dynamics 365 Customer Insights

- Integration across Dynamics 365 applications
- Integration with Microsoft products
- Integration with third-party applications
- Dynamics 365 Customer Insights

Module 10: Introduction to Dynamics 365 Finance

- Overview of Dynamics 365 Finance
- Dynamics 365 Finance core capabilities

Module 11: Introduction to Dynamics 365 Supply Chain Management

- Overview of Dynamics 365 Supply Chain Management
- Dynamics 365 Supply Chain Management core capabilities
- Dynamics 365 Layout

Module 12: Introduction to Dynamics 365 Business Central

- Overview of Dynamics 365 Business Central
- Finance and budgeting
- Supply chain management
- Project management
- Sales and service
- When should you use Business Central versus other Dynamics 365 applications?

Module 13: Introduction to Dynamics 365 Human Resources

- Overview of Dynamics 365 Human Resources
- Employee Self-service
- Personnel management
- Benefits management
- Employee development

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Module 14: Introduction to Dynamics 365 Commerce

- Overview of Dynamics 365 Commerce
- Omnichannel and Channel management
- Dynamics 365 Commerce core functional areas
- Assisted Selling
- Merchandizing and inventory
- Dynamics 365 Commerce deployment options
- Dynamics 365 Fraud Protection

Module 15: Explore Finance and Operations cross-app integrations

- Integration across Dynamics 365 apps
- Discover the Data Management Framework
- Integrations across Microsoft products
- Integrations with third-party apps
- Explore external system integration capabilities

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