

# MB-910T00 Microsoft Dynamics 365 Fundamentals (CRM)

| **Vendor:** Microsoft

**Duration:** 8.00 hours (1 days)

**6.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

This course will provide you with a broad introduction to the customer engagement capabilities of Dynamics 365. You will become familiar with the concept of customer engagement, as well as each of the customer engagement apps, including Dynamics 365 Marketing, Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, and the customer relationship management (CRM) capabilities of Dynamics 365 Project Operations. This course will include lecture as well as hands-on labs.

## About This Course

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## Who Should Attend

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People in different roles and at various stages in their careers can benefit from this fundamentals course. This includes IT professionals, business stakeholders and others who want to be exposed to the customer engagement capabilities of Dynamics 365, students, recent graduates, and people changing careers who want to leverage Dynamics 365 to move to the next level.

# Learning Outcomes

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**Upon successful completion of this course, participants will be able to:**

Describe the customer engagement apps and what they have in common

Describe the standard marketing processes and how Dynamics 365 Marketing addresses them

Describe Dynamics 365 Marketing features and capabilities

Describe additional marketing apps

Describe the standard sales processes and how Dynamics 365 Sales addresses them

Describe Dynamics 365 Sales capabilities

Describe additional sales apps such as Sales Insights and Sales Navigator

Describe the standard customer service processes and how Dynamics 365 Customer Service addresses them

Describe Dynamics Customer Service capabilities

Describe additional sales apps such as Sales Insights and Sales Navigator

Describe the standard field service business processes and how Dynamics 365 Field Service addresses

Describe how to generate Work Orders

Describe the scheduling capabilities of Dynamics 365 Field Service

Describe the inventory management capabilities of Dynamics 365 Field Service

Describe the asset management capabilities of Dynamics 365 Field Service

Describe project-based customer engagement processes addressed by Dynamics 365 Project Operations

Describe the sales capabilities of Dynamics 365 Project Operations

Describe the project management capabilities of Dynamics 365 Project Operations

Describe the resource utilization capabilities of Dynamics 365 Project Operations

## Additional Course Details

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Nexus Humans MB-910T00 Microsoft Dynamics 365 Fundamentals (CRM) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the MB-910T00 Microsoft Dynamics 365 Fundamentals (CRM) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for MB-910T00 Microsoft Dynamics 365 Fundamentals (CRM)?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
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## **Q: How many CPD hours does this course provide?**

The 1-day MB-910T00 Microsoft Dynamics 365 Fundamentals (CRM) course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the MB-910T00 Microsoft Dynamics 365 Fundamentals (CRM) training?**

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for MB-910T00 Microsoft Dynamics 365 Fundamentals (CRM)?**

Yes, we provide corporate training, dedicated training, and closed classes for MB-910T00 Microsoft Dynamics 365 Fundamentals (CRM). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## **Q: What related terms do people search for?**

Popular related searches include: mb910 mb 910

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## Q: Why choose Nexus Human for MB-910T00 Microsoft Dynamics 365 Fundamentals (CRM)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your MB-910T00 Microsoft Dynamics 365 Fundamentals (CRM) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

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