



MICROSOFT TRAINING

55250BC: Introduction to Microsoft Dynamics 365 Quiz Questions and Answers

Build a strong foundation in Microsoft Dynamics 365. Practice with quiz questions to reinforce key concepts.

DURATION

2 Hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

This specialized course, "55250BC: Introduction to Microsoft Dynamics 365 Quiz Questions and Answers," is meticulously designed to solidify your foundational understanding of Microsoft Dynamics 365 through a comprehensive question-and-answer format. It serves as an invaluable tool for reinforcing key concepts, assessing your knowledge, and preparing for official Microsoft Dynamics 365 certifications. By engaging with a wide array of challenging questions covering the core modules and functionalities of Dynamics 365, participants will gain confidence and competence in navigating this powerful suite of business applications.

The curriculum delves into critical areas such as customer relationship management (CRM) functionalities (Sales, Customer Service, Marketing), enterprise resource planning (ERP) capabilities (Finance, Supply Chain Management), and the underlying platform components like Power Apps and Dataverse. This question-based learning approach not only tests your recall but also deepens your grasp of how Dynamics 365 integrates to streamline business processes, enhance customer engagement, and drive operational efficiency. Successfully completing this course will significantly boost your readiness for official Microsoft certifications and practical application of Dynamics 365.

Duration	2 Hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Dynamics 365 Core Concepts & Platform Overview

- Understanding the Dynamics 365 Unified Interface
- Introduction to Dataverse (Common Data Service)
- Key components: Apps, Flows, AI Builder, Virtual Agents
- Licensing and deployment models

02 Module 2: Dynamics 365 Sales Fundamentals

- Managing accounts and contacts
- Working with leads, opportunities, and quotes
- Sales process automation
- Forecasting and reporting in Sales

03 Module 3: Dynamics 365 Customer Service Essentials

- Case management and service level agreements (SLAs)
- Knowledge base management
- Queues and routing rules
- Customer Service Hub functionalities

04 Module 4: Dynamics 365 Finance and Operations Basics

- Overview of general ledger and financial modules
- Supply chain management core processes (procurement, inventory)
- Project management and accounting principles
- Reporting and analytics in F&O

05 Module 5: Customization and Configuration Basics

- Working with entities, fields, and relationships
- Form and view customization
- Business rules and process flows
- Security roles and user management

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Dynamics 365 Junior Administrator**
- > **Business Analyst (Dynamics 365 Focus)**
- > **Entry-Level Dynamics 365 Support Specialist**

FREQUENTLY ASKED QUESTIONS

Q: How does this "Quiz Questions and Answers" course differ from a standard introductory Dynamics 365 training?

This course is specifically designed as a high-intensity review and assessment tool, focusing on reinforcing knowledge through a curated set of quiz questions and detailed answers. Unlike a standard course that introduces concepts sequentially, this program assumes some prior exposure or self-study and aims to solidify understanding, identify knowledge gaps, and prepare you for certification exams by simulating typical question formats.

Q: Is this course suitable for someone completely new to Microsoft Dynamics 365, or are there prerequisites?

While titled "Introduction," the quiz-based format of this course is most beneficial for individuals who have already gained a foundational understanding of Microsoft Dynamics 365 through self-study, basic tutorials, or initial exposure to the platform. It is an excellent tool for validating and deepening existing knowledge, rather than building it from scratch. Prior familiarity with business applications is recommended.

Q: How will completing this quiz-focused course enhance my ability to work with Dynamics 365 in a professional setting?

This course sharpens your practical understanding of Dynamics 365 by testing your recall and application of core functionalities across various modules. By mastering the quiz content, you'll gain a robust grasp of common scenarios, configurations, and best practices, making you more efficient in administrative tasks, user support, and business analysis roles within a Dynamics 365 environment. It effectively bridges theoretical knowledge with the demands of real-world application.

ABOUT COMPUTER PRIDE



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With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

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