



MICROSOFT TRAINING

Certification Microsoft Dynamics 365

Become a Microsoft Dynamics 365 expert. Learn to configure and manage core business applications to boost efficiency and drive growth.

DURATION

40 Hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

The Certification Microsoft Dynamics 365 course offers a comprehensive deep dive into Microsoft's powerful suite of intelligent business applications, designed to help organizations manage and streamline their operations. This program covers the breadth of Dynamics 365, from Customer Relationship Management (CRM) functionalities like Sales, Customer Service, and Marketing, to Enterprise Resource Planning (ERP) aspects such as Finance, Supply Chain, and Project Operations. Participants will gain practical skills in navigating, configuring, and leveraging these integrated applications to enhance business processes, improve customer engagement, and drive operational efficiency.

This course is meticulously structured to equip IT professionals, business analysts, and aspiring consultants with the expertise needed to implement, customize, and manage Dynamics 365 solutions effectively. You will learn how to unify data, automate workflows, and make data-driven decisions using core Dynamics 365 applications, often integrating with the Microsoft Power Platform (Power Apps, Power Automate, Power BI) and Azure services. Earning this certification will not only validate your technical proficiency but also significantly enhance your career prospects in a rapidly evolving digital landscape, positioning you as a valuable asset capable of transforming business operations.

Duration	40 Hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Foundations of Microsoft Dynamics 365

- Understanding the Dynamics 365 Ecosystem and its core applications
- Navigating the user interface and common functionalities
- Introduction to Dataverse (formerly Common Data Service)
- Security roles, business units, and user management principles
- Overview of integration with Microsoft Power Platform and Azure

02 Module 2: Dynamics 365 Customer Engagement Applications

- Managing sales processes: leads, opportunities, quotes, and orders
- Implementing Customer Service Hub: cases, knowledge base, queues, and entitlements
- Basics of marketing automation: segments, customer journeys, and email campaigns
- Activity management and relationship tracking features
- Introduction to Field Service and Project Operations

03 Module 3: Dynamics 365 Finance & Supply Chain Management Essentials

- Core financial management: general ledger, accounts payable, accounts receivable
- Procurement and sourcing workflows: requisitions, purchase orders, vendor management
- Inventory management: item setup, warehousing, and inventory adjustments
- Basic production control: bills of material, routes, and production orders
- Fixed assets and expense management overview

04 Module 4: Configuration and Customization for Dynamics 365

- Entity and field customization within Dataverse
- Creating and modifying forms, views, charts, and dashboards
- Implementing business rules, workflows, and process flows
- Managing solutions for deployment and lifecycle management

- Data import and export strategies using various tools

05 Module 5: Reporting, Analytics, and Advanced Integration

- Leveraging Power BI for Dynamics 365 data visualization and reporting
- Using advanced find queries and personalized dashboards
- Overview of AI Builder and Virtual Agents capabilities within Dynamics 365
- Integration strategies with other enterprise systems and third-party applications
- Best practices for system performance, administration, and continuous improvement

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Dynamics 365 Functional Consultant (Sales, Finance, or Supply Chain)**
- > **CRM/ERP Business Analyst specializing in Dynamics 365 implementations**
- > **Dynamics 365 System Administrator and Customizer**

FREQUENTLY ASKED QUESTIONS

Q: What are the recommended prerequisites for enrolling in the Certification Microsoft Dynamics 365 course, especially for individuals with limited prior ERP or CRM system experience?

While there are no strict formal prerequisites, a foundational understanding of business processes (e.g., sales, marketing, finance, customer service) is highly beneficial. Familiarity with general IT concepts, database principles, and basic Microsoft Office applications will also aid in your learning journey. This course is designed to build expertise from an intermediate level, so some exposure to enterprise applications or cloud computing concepts would be advantageous, though not mandatory.

Q: How does completing this Microsoft Dynamics 365 certification specifically prepare me for a Functional Consultant role, and what types of implementation projects will I be equipped to handle?

This certification provides the core knowledge and practical skills essential for a Functional Consultant role. You will learn to gather business requirements, configure Dynamics 365 applications to meet specific organizational needs (e.g., customizing sales processes, setting up financial modules, or optimizing customer service flows), and guide users through solution adoption. You will be equipped to participate in or lead functional aspects of Dynamics 365 implementation projects, focusing on specific modules like Sales, Customer Service, Finance, or Supply Chain, ensuring the solution aligns with business objectives and delivers tangible value.

Q: Beyond the core applications, what specific skills will I gain regarding integrating Dynamics 365 with Microsoft Power Platform tools like Power Apps or Power Automate?

This course places significant emphasis on the symbiotic relationship between Dynamics 365 and the Power Platform. You will gain skills in creating custom canvas or model-driven Power Apps that extend Dynamics 365 functionalities, building automated workflows using Power Automate to streamline processes across Dynamics 365 and other services, and developing interactive dashboards with Power BI to visualize Dynamics 365 data. This integration knowledge is crucial for creating tailored, efficient, and scalable business solutions leveraging the full Microsoft ecosystem.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

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+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

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