



MICROSOFT TRAINING

Microsoft Certified Dynamics 365

Become a certified expert in Microsoft Dynamics 365. Implement and optimize powerful business solutions.

DURATION

28 Hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

This Microsoft Certified Dynamics 365 course at Computer Pride offers an in-depth exploration of Microsoft's powerful suite of intelligent business applications, designed to help organizations manage and nurture customer relationships, streamline operations, and drive growth. Participants will gain practical expertise in leveraging core Dynamics 365 modules, including foundational aspects of Customer Relationship Management (CRM) for sales and customer service, as well as an introduction to enterprise resource planning (ERP) capabilities. The curriculum is meticulously crafted to equip professionals with the skills needed to configure, administer, and customize Dynamics 365 to meet specific business requirements.

By mastering Dynamics 365, you will be able to play a pivotal role in your organization's digital transformation journey. This certification validates your ability to optimize business processes, enhance customer engagement, and make data-driven decisions using a unified platform. It opens doors to a wide array of career opportunities in a rapidly evolving market, making you an indispensable asset in any modern enterprise looking to maximize efficiency and achieve operational excellence with Microsoft's cutting-edge business solutions.

Duration	28 Hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Introduction to Microsoft Dynamics 365 Ecosystem

- Overview of Dynamics 365 applications (Sales, Customer Service, Finance, Supply Chain)
- Understanding the Common Data Service (Dataverse) and its role
- Dynamics 365 licensing models and deployment options
- Navigating the Dynamics 365 interface and key components
- Introduction to the Power Platform (Power Apps, Power Automate, Power BI)

02 Module 2: Core Administration and Configuration

- Managing users, security roles, and business units
- Environment management and instance settings
- Customizing forms, views, charts, and dashboards
- Creating and managing custom entities, fields, and relationships
- Implementing business rules and process flows

03 Module 3: Sales and Customer Service Fundamentals

- Managing leads, opportunities, accounts, and contacts in Dynamics 365 Sales
- Product catalog management and price lists
- Case management, queues, and service level agreements (SLAs) in Customer Service
- Knowledge base management and service scheduling
- Introduction to email templates and document management

04 Module 4: Data Management and Reporting

- Data import/export mechanisms (templates, wizards)
- Data cleansing and deduplication strategies
- Advanced Find for querying and reporting
- Integrating Dynamics 365 with Excel and other Microsoft Office applications

- Introduction to Power BI for Dynamics 365 reporting

05 Module 5: Extending Dynamics 365 with Power Platform

- Building basic Canvas Apps for Dynamics 365 data
- Creating automated workflows with Power Automate (flows)
- Customizing Dynamics 365 with Model-driven Apps
- Introduction to virtual entities and connectors
- Best practices for Power Platform integration with Dynamics 365

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Dynamics 365 Functional Consultant (Sales, Customer Service, Finance)**
- > **Dynamics 365 Administrator/Specialist**
- > **Business Systems Analyst with Dynamics 365 Expertise**

FREQUENTLY ASKED QUESTIONS

Q: What specific business processes will I be able to optimize or implement after earning this Microsoft Certified Dynamics 365 certification?

Upon successful completion of this certification, you will be proficient in optimizing key business processes such as lead-to-opportunity management, sales forecasting, customer case resolution, service request management, and the overall streamlining of administrative tasks within the Dynamics 365 environment. You'll gain the skills to configure the system to align with an organization's unique sales, service, and operational workflows.

Q: Are there any specific technical or business prerequisites recommended before enrolling in this intermediate-level Microsoft Certified Dynamics 365 course?

While there are no strict technical prerequisites, a foundational understanding of business processes (e.g., sales, customer service), basic IT concepts, and familiarity with Microsoft Office applications is highly recommended. Experience with other CRM or ERP systems, even non-Microsoft ones, would also be beneficial but not mandatory, as the course is designed to build expertise from an intermediate starting point.

Q: How does this certification directly contribute to advancing my career in the context of digital transformation within businesses?

This Microsoft Certified Dynamics 365 certification directly positions you as a critical asset in digital transformation initiatives. You will possess the expertise to implement and manage a platform that consolidates data, automates tasks, and provides actionable insights. This enables businesses to move away from fragmented systems, improve efficiency, enhance customer experiences, and make data-driven strategic decisions, making your skills highly sought after in companies undergoing or planning digital change.

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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