



MICROSOFT TRAINING

Microsoft Dynamics 365 Certification Path

Prepare for Microsoft Dynamics 365 certification. Master its powerful business applications to optimize operations.

DURATION

8 Hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | www.computer-pride.co.ke

COURSE OVERVIEW

This certification path is designed for professionals seeking to master Microsoft Dynamics 365, an integrated suite of business applications that combines CRM (Customer Relationship Management) and ERP (Enterprise Resource Planning) functionalities. Participants will delve into the core modules of Dynamics 365, including Sales, Customer Service, Marketing, Finance, and Supply Chain Management. The training emphasizes practical application, configuration, customization, and integration strategies, equipping learners with the skills to optimize business processes and drive digital transformation within organizations.

Earning this Microsoft Dynamics 365 certification will significantly elevate your professional profile, making you a highly sought-after expert in enterprise resource planning and customer relationship management. You will gain the ability to implement, manage, and extend Dynamics 365 solutions, translating into improved operational efficiency, enhanced customer engagement, and data-driven decision-making for businesses. This path not only validates your technical prowess but also positions you for leadership roles in solution architecture and business application consulting, opening doors to advanced career opportunities in the rapidly evolving digital landscape.

Duration	8 Hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Introduction to Microsoft Dynamics 365 and Core Concepts

- Overview of Dynamics 365 applications (CRM & ERP)
- Common Data Model (CDM) and Dataverse
- Understanding the Power Platform ecosystem (Power Apps, Power Automate, Power BI)
- Navigation, user interface, and fundamental features
- Licensing and deployment options

02 Module 2: Dynamics 365 Sales & Customer Service

- Lead, Opportunity, and Account Management
- Sales process automation and forecasting
- Case management and service level agreements (SLAs)
- Knowledge base management and customer self-service portals
- Unified Interface and mobile capabilities

03 Module 3: Dynamics 365 Marketing & Field Service

- Customer journeys and segmentation
- Email marketing, events, and lead scoring
- Work order management and scheduling
- Resource management and mobile field service
- Asset management and predictive maintenance

04 Module 4: Dynamics 365 Finance & Supply Chain Management Fundamentals

- General ledger, accounts payable, and accounts receivable
- Budgeting and financial reporting
- Inventory management and warehousing
- Procurement and sales order processing

- Master planning and production control basics

05 Module 5: Customization, Configuration & Reporting

- Creating and managing entities, fields, and relationships
- Business rules, workflows, and Power Automate flows
- Form, view, and dashboard customization
- Security roles and user management
- Power BI integration and custom reporting

06 Module 6: Implementation & Lifecycle Management

- Solution management and deployment strategies
- Data migration techniques
- Testing and Go-Live considerations
- Application Lifecycle Management (ALM) best practices
- Integration concepts with other systems

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Microsoft Dynamics 365 Functional Consultant (e.g., Sales, Finance, Supply Chain)**
- > **Dynamics 365 Solution Architect**
- > **Business Applications Administrator**

FREQUENTLY ASKED QUESTIONS

Q: What prior experience or prerequisites are recommended before enrolling in this Microsoft Dynamics 365 Certification Path?

While there are no strict technical prerequisites, a basic understanding of business processes (sales, customer service, finance) and foundational IT concepts is highly recommended. Familiarity with Microsoft 365 services or other CRM/ERP systems would be beneficial but is not mandatory as the course covers core concepts from the ground up.

Q: How will this certification path help me contribute to an organization's digital transformation initiatives?

This certification path equips you with the skills to implement, customize, and manage robust Dynamics 365 solutions that streamline operations, improve customer engagement, and enable data-driven decision-making. You'll learn to align technology with business goals, automating processes, integrating systems, and providing insights crucial for driving digital transformation and achieving organizational efficiency.

Q: What specific hands-on skills will I gain that are directly applicable to a Dynamics 365 Functional Consultant role?

You will develop practical skills in configuring and customizing Dynamics 365 modules such as Sales, Customer Service, and Finance & Supply Chain to meet specific business requirements. This includes creating entities, fields, forms, views, and dashboards; automating processes with Power Automate; managing security roles; and understanding data migration and solution deployment, all essential for successful functional consulting.

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

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READY TO ENROL?

Take the next step in your technology career.

Location

1st Flr, ICEA Building
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

www.computer-pride.co.ke