



MICROSOFT TRAINING

Microsoft Dynamics 365 Course

Master Microsoft Dynamics 365 to optimize business operations. Learn to implement and customize its powerful CRM and ERP solutions.

DURATION

60 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

Unlock the power of integrated business management with our Microsoft Dynamics 365 Course, designed for intermediate learners aiming to master this robust suite of business applications. This comprehensive program delves into the core functionalities of Dynamics 365, covering essential modules like Sales, Customer Service, and foundational aspects of Finance and Operations. You'll gain hands-on experience with navigating the interface, managing customer relationships, streamlining service operations, and understanding critical financial processes.

This course emphasizes practical application and configuration, empowering you to customize Dynamics 365 to meet specific business needs. You'll explore how to build effective dashboards, create reports, automate workflows, and integrate with the Power Platform (Power Apps, Power Automate) for extended functionality. By mastering these technologies, you will be equipped to drive efficiency, enhance decision-making, and contribute significantly to any organization leveraging Microsoft's enterprise solutions.

Upon completion, you will possess a strong command of Dynamics 365, enabling you to optimize business processes, improve customer engagement, and provide valuable insights. This expertise is highly sought after in today's digital economy, positioning you as a crucial asset in roles that require a deep understanding of CRM and ERP systems.

Duration	60 Hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Introduction to Microsoft Dynamics 365

- Overview of Dynamics 365 applications and components
- Understanding CRM and ERP principles within Dynamics 365
- Navigating the Dynamics 365 interface and key features
- Introduction to Common Data Model (CDM) and data entities

02 Module 2: Dynamics 365 Sales Fundamentals

- Managing Leads, Opportunities, and Accounts
- Configuring Products, Price Lists, and Sales Quotes
- Working with Orders and Invoices
- Utilizing Sales Dashboards and Reports

03 Module 3: Dynamics 365 Customer Service Fundamentals

- Managing Cases and Service Level Agreements (SLAs)
- Configuring Queues, Routing Rules, and Entitlements
- Utilizing Knowledge Base Articles for support
- Understanding Customer Service Dashboards and Analytics

04 Module 4: Customization and Configuration

- Customizing Forms, Views, and Charts
- Creating and managing Fields and Relationships
- Implementing Business Rules and Business Process Flows
- Introduction to Solutions and Environment Management

05 Module 5: Reporting, Data Management, and Power Platform Integration

- Creating and using basic Reports and Dashboards
- Importing and exporting data in Dynamics 365
- Introduction to Power Apps for extending Dynamics 365
- Automating processes with Power Automate (Flows)

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Microsoft Dynamics 365 Functional Consultant (Sales & Customer Service)**
- > **Business Applications Analyst (CRM/ERP focus)**
- > **Dynamics 365 System Administrator/Specialist**

FREQUENTLY ASKED QUESTIONS

Q: What specific modules of Microsoft Dynamics 365 will I be proficient in after completing this course?

Upon successful completion of this intermediate course, you will gain hands-on proficiency in the core functionalities of Dynamics 365 Sales and Customer Service modules. You will also understand foundational concepts of Dynamics 365 Finance and Operations, along with practical skills in customizing the platform and integrating with the Power Platform for extended business solutions.

Q: Are there any recommended prerequisites or prior experience needed to benefit from this intermediate Microsoft Dynamics 365 course?

While there are no strict technical prerequisites, a basic understanding of business processes (e.g., sales, marketing, customer service workflows) and general IT literacy is highly recommended. Familiarity with Microsoft Office applications will also be beneficial, as this course builds upon these foundational business concepts to apply them within the Dynamics 365 ecosystem.

Q: How does this course prepare me for official Microsoft Dynamics 365 certification exams, and which ones are relevant?

This course provides a strong foundational and intermediate-level understanding essential for several Microsoft Dynamics 365 certification exams. Specifically, it lays critical groundwork for certifications such as the 'Microsoft Certified: Dynamics 365 Sales Functional Consultant Associate' (MB-210) and 'Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate' (MB-230), by covering a significant portion of their respective curriculum objectives. Further self-study and practical experience would complement this course for exam readiness.

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.

Location

1st Flr, ICEA Building
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

www.computer-pride.co.ke