



MICROSOFT TRAINING

Microsoft Dynamics 365 Crm Developer Course

Develop custom solutions for Microsoft Dynamics 365 CRM. Master extensions, integrations, and configurations to elevate business processes.

DURATION

40 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

The Microsoft Dynamics 365 CRM Developer Course is meticulously designed for IT professionals aiming to master the art of customizing and extending Microsoft Dynamics 365 Customer Relationship Management (CRM) applications. This intermediate-level course dives deep into the platform's architecture, equipping you with the essential skills to develop robust solutions tailored to diverse business needs. You will gain hands-on experience with core development tools and methodologies, preparing you to tackle complex customization, integration, and deployment challenges within the Dynamics 365 ecosystem. By understanding the underlying framework and leveraging its extensibility points, you will be able to transform standard CRM functionalities into powerful, bespoke business applications.

This comprehensive training covers critical technologies such as the Power Platform (Power Apps, Power Automate), JavaScript for client-side scripting, C# for server-side plugin and custom workflow development, OData and Web API for integrations, and solutions management for deployment. Through practical exercises and real-world scenarios, you will learn to build custom entities, automate business processes, create advanced reports, and integrate Dynamics 365 with other systems. Upon completion, you will possess a strong foundation in Dynamics 365 development, significantly enhancing your value to organizations seeking to optimize their CRM investments and drive business efficiency through tailored solutions.

Duration	40 Hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Introduction to Dynamics 365 Development Environment

- Dynamics 365 CRM Architecture Overview
- Understanding Solution Components and Types
- Setting up a Dynamics 365 Developer Instance
- Introduction to the Power Platform: Power Apps and Power Automate relevance
- Developer Tools: Visual Studio, Dynamics 365 SDK, Plugin Registration Tool

02 Module 2: Customization and Configuration

- Entity, Field, and Relationship Customization
- Form Customization: JavaScript and Business Rules
- View and Chart Customization
- Business Process Flows and Workflows
- Security Roles and Field Security Profiles

03 Module 3: Extending Dynamics 365 with Code

- Developing Plug-ins (C#): Event Pipeline, Message Types, Debugging
- Custom Workflow Activities (C#)
- Client-Side Scripting with JavaScript: Web Resources, Form Context, Web API Calls
- Introduction to Web Resources (HTML, CSS, Images)

04 Module 4: Integrations and Data Management

- Dynamics 365 Web API and OData Queries
- Integrating with External Systems (CRUD operations)

- Data Migration Strategies and Tools (SSIS, Data Import Wizard)
- Azure Service Bus Integration (Optional)

05 Module 5: Solutions Management and Deployment

- Managed vs. Unmanaged Solutions
- Exporting and Importing Solutions
- Solution Patching and Upgrades
- Environment Management Best Practices

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Microsoft Dynamics 365 CRM Developer**
- > **Power Platform Solution Architect (CRM Focus)**
- > **CRM Technical Consultant**

FREQUENTLY ASKED QUESTIONS

Q: What specific coding languages and tools will I master for Dynamics 365 CRM development during this course?

This course will provide you with strong proficiency in C# for developing server-side components like plugins and custom workflow activities. You'll also master JavaScript for client-side scripting to enhance user interfaces and implement form logic. Additionally, you'll gain expertise in using the Dynamics 365 SDK, Plugin Registration Tool, and Visual Studio, which are fundamental for effective Dynamics 365 development.

Q: What are the recommended prerequisites for someone looking to enroll in this Dynamics 365 CRM Developer course?

Ideal candidates for this course should have a foundational understanding of Microsoft Dynamics 365 (CRM) functionality from a user or administrator perspective. Prior programming experience, particularly with C# or JavaScript, and familiarity with object-oriented programming concepts are highly recommended to maximize your learning experience and effectively grasp the advanced development topics covered.

Q: How will completing this course help me in real-world scenarios, particularly in customizing complex business processes within Dynamics 365?

Upon completion, you will be capable of designing and implementing custom solutions that extend Dynamics 365's out-of-the-box capabilities. You'll learn to develop custom entities, automate sophisticated business logic using plugins and custom workflows, and integrate Dynamics 365 with other enterprise systems. This empowers you to address unique business requirements, improve data accuracy, and streamline operations for organizations leveraging Dynamics 365.

ABOUT COMPUTER PRIDE

**computerpride*****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