



MICROSOFT TRAINING

MB-210: Microsoft Dynamics 365 Sales Functional Consultant

Master Microsoft Dynamics 365 Sales to optimize customer engagement and achieve your MB-210 certification.

DURATION

16 Hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

This intermediate-level course, MB-210: Microsoft Dynamics 365 Sales Functional Consultant, is meticulously designed for professionals aiming to master the configuration and implementation of Microsoft Dynamics 365 Sales. You will delve deep into the core functionalities of the Sales module, learning how to manage leads, opportunities, accounts, contacts, and the product catalog to drive sales efficiency and improve customer relationship management. The curriculum covers everything from initial setup and customization to advanced sales process automation and reporting, equipping you with the practical skills to optimize sales operations for any organization. This certification validates your expertise in leveraging Dynamics 365 Sales to meet business requirements and enhance sales team productivity. By completing this course, you will be able to translate business needs into technical solutions within the Dynamics 365 Sales platform, thereby increasing sales revenue and fostering stronger customer engagement. It's an essential step for anyone looking to become a pivotal asset in digital transformation initiatives within sales departments, offering a clear path to career advancement in the thriving Dynamics 365 ecosystem. You will gain a profound understanding of how to configure and implement Dynamics 365 Sales to support a company's sales lifecycle, from prospecting to closing deals. The course also emphasizes the integration of Dynamics 365 Sales with other business applications, ensuring a holistic approach to customer relationship management.

Duration	16 Hours
Level	Intermediate
Vendor	Microsoft
Exam Code	MB-210

COURSE CURRICULUM

01 Module 1: Configure Dynamics 365 Sales

- Provisioning and configuring Dynamics 365 Sales apps
- Managing security roles and business units
- Configuring sales settings (currencies, tax calculations, sales territories)
- Customizing record types and forms for sales entities
- Setting up relationship intelligence (sales accelerator, assistant, business card scanner)

02 Module 2: Manage Core Sales Entities

- Creating and managing accounts and contacts
- Working with leads and qualifying them to opportunities
- Configuring and managing opportunities, quotes, orders, and invoices
- Implementing sales processes and business process flows
- Managing activities and timelines

03 Module 3: Manage the Product Catalog

- Configuring product families, products, and bundles
- Setting up price lists and discount lists
- Managing units and unit groups
- Creating and managing product relationships and properties

04 Module 4: Implement Sales Analytics and Reporting

- Configuring sales dashboards and charts
- Creating and managing advanced finds and views

- Implementing sales goals and goal metrics
- Generating sales reports (standard and custom)
- Utilizing forecasting tools within Dynamics 365 Sales

05 Module 5: Extend Sales Processes

- Configuring playbooks to standardize sales activities
- Managing sales literature and competitor records
- Implementing sales territories and assignment rules
- Integrating Dynamics 365 Sales with other applications (e.g., Teams, Outlook)
- Configuring mobile offline capabilities for sales teams

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Microsoft Dynamics 365 Sales Functional Consultant**
- > **CRM Business Analyst (focusing on Sales)**
- > **Sales Applications Specialist**

FREQUENTLY ASKED QUESTIONS

Q: What specific business problems can an MB-210 certified professional help solve for an organization?

An MB-210 certified professional is equipped to solve critical business problems such as inefficient lead qualification processes, inconsistent sales methodologies across teams, poor visibility into sales pipelines, difficulties in managing customer relationships effectively, and the inability to accurately forecast sales. By configuring Dynamics 365 Sales, they can streamline sales workflows, enhance data accuracy, improve collaboration among sales teams, and provide actionable insights for strategic decision-making, ultimately driving increased revenue and customer satisfaction.

Q: What are the recommended prerequisites or prior experiences that would benefit a candidate taking the MB-210 course?

While there are no strict official prerequisites, candidates will significantly benefit from having a foundational understanding of CRM principles and sales processes. Prior experience with Microsoft Dynamics 365 Customer Engagement apps, or even a general understanding of other CRM platforms, would be advantageous. Familiarity with basic customization concepts within the Power Platform or any Microsoft business application is also helpful, as the course involves configuration tasks.

Q: Beyond core sales management, what advanced capabilities will I be able to configure in Dynamics 365 Sales after completing the MB-210 course?

Upon completing the MB-210 course, you will be proficient in configuring advanced capabilities such as implementing the Sales Accelerator to guide sellers with AI-driven insights, setting up forecasting models to predict future sales, and utilizing playbooks to standardize repeatable sales processes. You'll also learn to integrate Dynamics 365 Sales with productivity tools like Microsoft Teams and Outlook, configure mobile offline capabilities for field sales, and leverage advanced reporting and dashboard features for comprehensive sales analytics, extending beyond basic lead-to-order processing.

ABOUT COMPUTER PRIDE



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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+

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READY TO ENROL?

Take the next step in your technology career.

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