



MICROSOFT TRAINING

Microsoft Dynamics Course

Learn to implement and manage Microsoft Dynamics 365 solutions for enhanced business efficiency and growth.

DURATION

8 Hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

The Microsoft Dynamics Course at Computer Pride offers an intensive, intermediate-level training program designed to equip professionals with comprehensive skills in leveraging Microsoft Dynamics 365 for modern business operations. This course dives deep into the unified cloud platform, exploring its powerful capabilities across Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM). Participants will learn to navigate, configure, and optimize Dynamics 365 applications to streamline processes, enhance customer engagement, and drive data-driven decision-making within an organization. This course covers core modules such as Sales, Customer Service, Finance, and Supply Chain Management, providing a holistic understanding of how Dynamics 365 integrates to foster operational excellence. By successfully completing this certification, you will gain a competitive edge in the rapidly evolving digital landscape. The practical, hands-on approach ensures that you not only understand the theoretical underpinnings but also develop the practical expertise required to implement, manage, and troubleshoot Dynamics 365 solutions effectively. Whether you aim to improve business efficiencies, enhance customer satisfaction, or optimize financial processes, this course provides the foundational and advanced knowledge necessary to transform your organization's digital capabilities and accelerate your career growth in a specialized IT domain.

Duration	8 Hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Introduction to Microsoft Dynamics 365

- Understanding the Dynamics 365 Ecosystem and Core Components
- Overview of CRM (Customer Relationship Management) and ERP (Enterprise Resource Planning) Capabilities
- Navigating the Dynamics 365 Unified Interface and Core Apps
- Introduction to the Common Data Service (CDS) / Dataverse
- Licensing Models and Deployment Options for Dynamics 365

02 Module 2: Dynamics 365 for Sales and Customer Service

- Managing Leads, Opportunities, Accounts, and Contacts in Dynamics 365 Sales
- Configuring Sales Process Automation and Workflows
- Implementing Case Management and Service Level Agreements (SLAs) in Customer Service
- Utilizing Knowledge Management and Customer Portals
- Mobile Access and Field Service Integration

03 Module 3: Dynamics 365 for Finance and Operations Essentials

- General Ledger Configuration and Financial Reporting
- Managing Accounts Payable and Accounts Receivable
- Core Inventory Management and Procurement Processes
- Production Control and Supply Chain Management Basics
- Project Management and Accounting Integration

04 Module 4: Customization and Configuration in Dynamics 365

- Creating and Managing Entities, Fields, and Relationships
- Designing Forms, Views, Charts, and Dashboards
- Implementing Business Rules, Business Process Flows, and Workflows
- Configuring Security Roles, User Management, and Team Access

- Introduction to Power Apps and Power Automate Integration for Extension

05 Module 5: Reporting, Data Management, and Best Practices

- Creating Advanced Finds and Custom Reports within Dynamics 365
- Leveraging Power BI for Advanced Analytics and Dashboards
- Data Import/Export Strategies and Data Migration Best Practices
- Monitoring System Performance and Auditing Features
- Best Practices for Dynamics 365 Implementation and Adoption

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Microsoft Dynamics 365 Functional Consultant (Sales, Service, or Finance)**
- > **CRM/ERP Business Systems Analyst (specializing in Dynamics 365)**
- > **Dynamics 365 Solutions Architect**

FREQUENTLY ASKED QUESTIONS

Q: What specific prerequisites are recommended for individuals looking to enroll in this Microsoft Dynamics Course?

While there are no strict official prerequisites, we highly recommend participants have a foundational understanding of core business processes, basic database concepts, and familiarity with Microsoft Office applications. Previous exposure to CRM or ERP systems would be beneficial but is not mandatory, as the course covers essential concepts comprehensively.

Q: Beyond basic system navigation, what advanced capabilities will I master that are crucial for a Dynamics 365 functional consultant?

This course goes beyond navigation, enabling you to master critical skills such as configuring complex business processes using workflows and business rules, customizing entities and forms to meet specific organizational needs, and designing effective security roles. You will also gain proficiency in integrating Dynamics 365 with other Microsoft Power Platform components like Power BI for advanced reporting and Power Automate for sophisticated automation, equipping you to deliver robust solutions.

Q: How will this Microsoft Dynamics Course enhance my ability to drive digital transformation initiatives within my organization?

This course is specifically designed to empower you with the knowledge and tools to lead digital transformation efforts. You will learn to identify business challenges that Dynamics 365 can solve, architect solutions across sales, service, finance, and operations, and implement data-driven strategies. The curriculum emphasizes optimizing workflows, improving customer engagement, and leveraging integrated data to foster greater efficiency and innovation across departments, making you a key driver of organizational change and modernization.

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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