

Dynamics 365 for customer engagement for Sales (MB-210.1)

Modality: Self-Paced Learning

Duration: 8 Hours

SATV Value:

CLC:

NATU:

SUBSCRIPTION: Learn, Master

This course prepares you for the MB-210 Exam leading to MB-210 Certification. This course does not include the Official Exam Voucher, however, you can request to purchase the **Official Exam Voucher** separately.

About this course:

Microsoft Dynamics 365 for Sales is an end-to-end application to manage the handling of customers and potential customers; tracking data against sales goals, automating your best practices, learning from your data and more.

Join our team of globally recognized experts as they take you step by step from lead to opportunity to closed deal. Using the application's available automation and customization options you will learn how to enable sales staff to be their most productive selves.

Course Objective:

After completing this course, you will be able to:

- Install and configure the application
- Identify common sales scenarios
- Complete a sales cycle
- Configure product catalog
- Manage customer records
- Utilize analytics tools with customer data

Audience:

- Dynamics Administrator

Prerequisite:

Before attending this course, students must have:

- A basic understanding of the need for sales tools.

Course Outline:

Sales Overview

- Sales overview
- Configuring sales
- Module summary

From Lead Opportunity

- Managing customers
- Working with opportunities
- Embedded intelligence
- Playbooks
- Integrated sales tools
- Module summary

From Quote to Orders

- Order processing overview
- Manage product catalog
- Create and manage quotes
- Create and manage orders and invoices
- Module summary

Sales Analytics and Insights

- Overview
- Power BI
- AI for sales
- Module summary

Course Conclusion

- Final assessment
- Course summary