Dynamics 365 Customer Engagement Core (MB-200)

Modality: Virtual Classroom

Duration: 5 Days

SATV Value: 5

Candidates enrolling directly in this course without the Master Subscription Plan will receive a free official exam voucher for the MB-200 Exam (Except Purchases included in Training Vouchers/SATV). There is no free official exam voucher for candidates enrolling using the Master Subscription Plan. However, the official exam voucher can be purchased separately on request

About this Course:

This course provides a comprehensive overview of Microsoft Dynamics 365 Core Features and Functionalities. Professionals will learn the art of leveraging the Microsoft Power Platform to automate processing and augment task efficiency. This course serves as a formidable stepping stone for professionals striving to learn advanced Dynamics 365 Functionalities and is specifically designed for candidates striving for success in the MB-200 Certification Exam.

The key concepts of Dynamic 365 and Power Platform's Application Configuration, Integration, Automation, Deployment, and Security Testing are elaborated in this course. Professionals also get to learn about numerous business workflows and will develop a conceptual understanding of working with Microsoft Workflows.

Course Objective:

The core objective of this course is to help professionals gain the knowledge and understanding of the following key concepts:

- Power Platform and Dynamic Ecosystem Configuration
- Dynamic Platform Component Recognition & Identification
- Understanding Administrator Features & Options
- Data Modelling and Working with Different Data Types
- Creating & Implementing Entities and Relationships
- Canvas or Model-Driven Application Creation & Development
- Developing & Modifying Dashboards, Views, and Forms
- Understanding Security Strategies and Testing Methodologies
- Business Rules Development and Workflows Application
- Working with Microsoft Flows and Business Process Flow Creation & Application
- Security Hierarchy Configuration and Security Roles Management
- Email & Office Products Integration Configuration and Application
- Data Migration, Map Development, and Bulk Delete Principles
- First-Party Applications Update and Third-Party Application Installation
- Solution Creation and Customization Deployment
- Mobile Device Configuration and Components Deployment

Audience:

- Dynamics 365 Customer Engagement Consultant
- Professionals striving to clear MB-200 Certification Exam
- Professionals seeking to learn Codeless Extensibility and Service Integration

Prerequisite:

There are no obligatory prerequisites for the Dynamics 365 Customer Engagement Core (MB-200) Course.

Course Outline:

Module 1: Power Platform overview

In this module, you will learn the basics of the Power Platform. You will tour the various administrator portals and install applications.

Lessons

- Overview
- Configure Power Platform environments
- Creating applications
- Discovery and planning

After completing this module you will be able to:

- Identify common platform components and their uses.

Module 2: Data Modeling

In this module you will learn how to model data effectively using the platform's entities, attributes and relationships.

Lessons

- Data model fundamentals
- Relationships
- Other entity options
- Other field options
- Internationalizing

After completing this module you will be able to:

- Create and use relationships and entities.

Module 3: Model-driven apps

In this module you will learn about model driven applications and how to configure and use them.

Lessons

- Configure model-driven apps
- Configure model-driven forms
- Configure views
- Configure model-driven charts
- Configure model-driven dashboards
- Configure reports

After completing this module you will be able to:

- Create and modify forms.
- Create and modify views and dashboards.
- Identify and use other user experience components.

Module 4: Canvas apps

In this module you will learn how to create and use canvas apps, as well as learn the differences between canvas apps and model-driven.

Lessons

- Application fundamentals
- Working with data and services
- Customizing the user experience
- Integration with model-driven apps

After completing this module you will be able to:

- Create a canvas app.
- Work with CDS data.

Module 5: Security

In this module you will learn how the platform's security model manages users' experiences and access to both data and functionality.

Lessons

- Security overview
- Business units
- Manage security roles
- Manage teams
- Configure hierarchy security

After completing this module you will be able to:

- Create and use business units.
- Create, modify and use security roles.

Module 6: Platform Automation Overview

In this module you will learn the basics of the Power Platform automation capabilities.

Lessons

- Automation overview

After completing this module you will be able to:

- Identify common platform automation capabilities.

Module 7: Business Rules

In this module you will learn how to build and use business rules and how they work alongside other platform automations.

Lessons

- Introduction to business rules
- Additional business rule details

After completing this module you will be able to:

- Create and use business rules.

Module 8: Workflows

In this module you will learn how to build and use workflows and how they work alongside other platform automations.

Lessons

- Introduction to workflows
- Building workflows
- Advanced workflows

After completing this module you will be able to:

- Create and use workflows.

Module 9: Microsoft Flows

In this module you will learn how to build and use Microsoft Flows and how they work alongside other platform automations.

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Lessons

- Introduction to Microsoft Flow
- Other Flow concepts
- Working with CDS
- Building approval flows
- Starting from apps
- Flow deployment considerations

After completing this module you will be able to:

- Create and use Microsoft Flows.

Module 10: Business Process Flows

In this module you will learn how to build and use business process flows and how they work alongside other platform automations.

Lessons

- Introduction to business process flows
- Configure business process flows
- Additional business process flow details

After completing this module you will be able to:

- Create and use business process flows.

Module 11: Introduction to integrations

In this module you will learn the basics of the Power Platform integration capabilities. You will learn how to configure and use email integrations.

Lessons

- Overview of common scenarios
- Email integration
- Outlook integration

After completing this module you will be able to:

- Identify common integrations,
- Configure and use email integrations.

Module 12: Integration with Office

In this module you will learn how to integrate with common Office products like OneNote, Word and Excel.

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Lessons

- Templates
- SharePoint
- Microsoft Teams
- Additional integrations

After completing this module you will be able to:

- Configure and use integrations with Office products.

Module 13: Managing Data

In this module you will learn how to import and export data for the Power Platform and create and use data maps.

Lessons

- Managing data overview
- Duplicate detection
- Importing data
- Exporting data
- Bulk delete

After completing this module you will be able to:

- Import and export data.
- Create and use data maps.
- Perform bulk delete.

Module 14: Manage Instances and Applications

In this module you will learn how to enable and update first-party applications; install third-party apps and configure using admin portals.

Lessons

- Overview
- Manage applications

After completing this module you will be able to:

- Enable and update first-party apps.
- Install third-party apps.

Module 15: Manage Solutions

In this module you will learn how to create, manage and deploy solutions.

Lessons

- Solution concepts
- Planning and creating solutions
- Working with solution components
- Distributing solutions
- Working with managed solutions

After completing this module you will be able to:

- Create solutions.
- Deploy customziations.

Module 16: Additional Deployment Considerations

In this module you will learn how to configure for mobile and deploy components such as Microsoft Flow.

Lessons

- Configure settings
- Mobile configuration settings
- Mobile configuration

After completing this module you will be able to:

- Configure for mobile.
- Deploy components.