



# GTech Learn

*"Our focus is your Success"*



## Course Contents

# MB-280T01: Configure Dynamics 365 customer experience model-driven apps

<b>Duration:</b> 1 day	<b>Level:</b> Intermediate	<b>Role:</b> Business Analyst
<b>Certification:</b> Available	<b>Public Schedules:</b> <a href="#">View Dates</a>	<b>Private Delivery:</b> <a href="#">Reach Us</a>

### What's included?

- ✓ Learn from Microsoft Certified Trainer (MCT's)
- ✓ 24x7 Lab Access
- ✓ Official Courseware
- ✓ Exam Preps / Practice Tests
- ✓ Badges & Completion Certificate
- ✓ Discounted Exam Vouchers



Business Applications

Training Services

Email: [info@gtechlearn.com](mailto:info@gtechlearn.com)

## Overview

With model-driven apps, organizations can customize their user experiences with little to no code and create powerful applications that empower their users and increase productivity. This course is designed to help students learn the skills necessary to configure the Dynamics 365 customer experience model-driven apps, which include Dynamics 365 Sales and Dynamics 365 Customer Insights. In this course, students will learn how to create tables and columns, work with Microsoft Dataverse, and configure the user experience inside a model-driven application. This course is part of a four-course series (MB-280T01-T04) aligning to the MB-280 certification exam.

## Audience Profile

This course is designed for IT or marketing professionals who want to learn how to leverage model-driven applications, Dynamics 365 Sales, Dynamics 365 Customer Insights, and Microsoft 365 Copilot for Sales for their organizations. Students should be familiar with Microsoft Power Apps and basic data modeling principles. Students should be familiar with the Dynamics 365 customer experience suite, including Dynamics 365 Sales and Dynamics 365 Customer Insights.

## Contents

### Learning Path 1: Get started with the Dynamics 365 customer experience suite of products

- Create a powerful customer experience with Dynamics 365 apps
- Design an integrated solution with the Power Platform and ERP apps
- Work with Copilot in the Dynamics 365 customer engagement apps

### Learning Path 2: Get started using Microsoft Dataverse

- Work with environments
- Introduction to Microsoft Dataverse
- Create and manage tables in Microsoft Dataverse
- Create and manage columns within a table in Microsoft Dataverse
- Work with solutions

### Learning Path 3: Create relationships, business rules, calculations, and rollups in Microsoft Dataverse

- Create a relationship between tables in Microsoft Dataverse
- Define and create business rules in Microsoft Dataverse
- Create and define calculation or rollup

### Learning Path 4: Configure forms, charts, and dashboards in model-driven apps

- Visualize data with Dataverse views
- Configure forms for model-driven apps
- Configure charts and dashboards for model-driven apps
- Configure and customize a model-driven app
- Customize the command bar in model-driven apps

## Learning Path 5: Import and export Microsoft Dataverse data

- Use Power Query to load data in Dataverse
- Use Microsoft Word and Excel templates with Dataverse

## About GTech Learn

Established in 2011 in the USA, GTech Learn is one of the leading IT training organizations in North America & South East Asia. Driven by its unique USPs, GTech Learn is spurring competition, meeting the unmet needs of customers, assisting in skills upgrade, and supplementing talent pools with its presence in the USA, Canada, Singapore and India. This is consistent with our vision to help our Learners with skills upgrade for enhanced career opportunities.







As a Microsoft Learning Partner, we offer a broad range of learning solutions across the full Microsoft technology stack that can be customized.

Since 2011, GTech Learn has been developing custom-fit learning solutions that involve creating and delivering maximum results.

We have successfully helped all types of businesses, government entities, and individuals. For this reason, GTech has chosen by Microsoft to deliver comprehensive learning programs around the globe.

With flexible learning options, state-of-the-art delivery methods, numerous language preferences, experienced instructors, and complete dedication to our students, GTech Learn has the capabilities to help students develop their Microsoft skill sets and achieve increasingly high standards of productivity while organizations of all sizes realize the full potential of their technology investments.

## Our Accreditations with Microsoft

 Security Training Services	 Modern Work Training Services	 Business Applications Training Services
 Infrastructure Azure Training Services	 Digital & App Innovation Azure Training Services	 Data & AI Azure Training Services