



# GTech Learn

*"Our focus is your Success"*



## Course Contents

# MB-280T02: Empower sellers with Dynamics 365 Sales

<b>Duration:</b> 2 days	<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

Dynamics 365 Sales helps accelerate sales teams' efforts with relationship-building tools and AI-driven insights. In this course, students will learn how to configure and leverage Dynamics 365 Sales to set sales teams up for success. First, students will set up and configure lead and opportunity management strategies. Then students will organize their product catalog and process sales orders. Finally, students will leverage relationship selling features, the Sales accelerator, and Sales Insights. In this course students will also learn how to set up and deploy Microsoft Copilot for Sales, a productivity tool to help sellers inside and outside Dynamics 365 Sales. 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 sales professionals who want to learn how to leverage Dynamics 365 Sales and Microsoft Copilot for Sales for their organizations. Students should have knowledge in basic sales principles. Students should be familiar with the Dynamics 365 customer experience suite, including Dynamics 365 Sales and Dynamics 365 Customer Insights. They should also have basic model-driven application configuration experience.

## Contents

### Learning Path 1: Get started with Dynamics 365 Sales

- Introduction to Dynamics 365 Sales and Microsoft 365 Copilot for Sales
- Configure organization and management settings
- Set up and configure supporting applications

### Learning Path 2: Manage leads and opportunities in Dynamics 365 Sales

- Track customer interactions with activities
- Manage leads in Dynamics 365 Sales
- Manage opportunities in Dynamics 365 Sales

### Learning Path 3: Manage orders and the product catalog in Dynamics 365 Sales

- Manage and organize your product catalog with Dynamics 365 Sales
- Process sales orders with Dynamics 365 Sales

### Learning Path 4: Manage goals and forecasts in Dynamics 365 Sales

- Define and track goals in Dynamics 365 Sales
- Manage forecasting in Dynamics 365 Sales

### Learning Path 5: Work with business process flows, Dynamics 365 Sales Insights, and Sales accelerator

- Work with business process flows
- Enhance productivity with Dynamics 365 Sales Insights
- Set up Sales accelerator

- Create sales sequences and assignment rules
- Work with segments
- Engage with customers through text messages

## **Learning Path 6: Analyze Dynamics 365 Sales data**

- Analyze data in Dynamics 365 Sales
- Analyze data with Power BI

## **Learning Path 7: Enhance seller productivity with the mobile app and Microsoft 365 Copilot for Sales**

- Get started with the Dynamics 365 Sales mobile app
- Boost sales performance with Microsoft 365 Copilot for Sales
- Install and deploy Microsoft 365 Copilot for Sales

## 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