



GTech Learn

"Our focus is your Success"



Course Contents

MB-280T04: Configure a Dynamics 365 customer experience solution

Duration: 1 day	Level: Intermediate	Role: Business Analyst
Certification: Available	Public Schedules: View Dates	Private Delivery: Reach Us

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

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Overview

The Dynamics 365 customer experience suite includes Dynamics 365 Sales and Dynamics 365 Customer Insights. These powerful applications allow organizations to build relationships with their customers and deliver impactful, personalized experiences. In this one-day, hands-on Applied Workshop, students will practice their Customer Experience Analyst skills by creating an end-to-end solution to solve a problem for a fictitious company. The solution will include Dynamics 365 Sales, Dynamics 365 Customer Insights – Data, and Dynamics 365 Customer Insights – Journeys. 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, sales, or marketing professionals who want to learn how to leverage the Dynamics 365 customer experience product suite for their organizations. Students should have hands-on experience with the Dynamics 365 customer experience suite, including Dynamics 365 Sales and Dynamics 365 Customer Insights. To be successful in this workshop, students should be aware of the key features in each application and how to leverage them as users. They should also have model-driven application configuration experience, including table and column management, user experience design, and data import/export. This is a hands-on, lab-based workshop. Students should be comfortable working in groups and demonstrating their work to a classroom audience.

Contents

Learning Path 1: Validate your Dynamics 365 customer experience analyst skills

- Manage Leads with Dynamics 365 Sales
- Manage Opportunities with Dynamics 365 Sales
- Manage and Organize your Product catalog with Dynamics 365 Sales
- Create emails in Dynamics 365 Customer Insights – Journey
- Build journey with Dynamics 365 Customer Insights – Journey

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