

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

Course Duration: 8 Hours

Course code: MB-280T01

1. Course Overview

This comprehensive course—MB-280T01—guides learners through the configuration and customization of Dynamics 365 model-driven apps tailored for customer experience scenarios. You'll explore how to design rich, responsive user interfaces, implement robust business logic, and extend app functionality—all without writing code. Perfect for administrators, functional consultants, and implementation professionals, this course lays the foundation for delivering customer-centric business solutions through Dynamics 365.

2. What you'll learn?

By the end of this course, you will be able to:

- Design and manage model-driven apps: Create and configure app modules, site maps, dashboards, forms, and views.
- Configure business logic: Implement business rules, workflows, business process flows, and Power Automate flows to automate processes.
- Manage security and access: Define security roles, field-level security, and team-based access to maintain proper privileges.
- Customize entities and relationships: Create and modify tables (entities), fields, relationships, and optionsets to fit business requirements.
- Optimize user experience: Tailor forms and views, deploy calculated and rollup fields, and configure mobile layouts for optimal usability.
- Extend functionality: Integrate with Power Apps components, use Power Virtual Agents, and implement data integrations using dataflows and connectors.

3. Target Audience

This course is ideal for:

- Functional consultants and solution architects implementing Dynamics 365 Customer Engagement solutions.
- System administrators responsible for setting up and managing model-driven applications.
- Business analysts and project managers working alongside technical teams to define requirements and app behavior.
- IT professionals aiming to enhance their understanding of low-code customization in Dynamics 365.

4. Pre-Requisites

Learners should have:

- Familiarity with common business scenarios and terminology within Customer Relationship Management (CRM).
- Basic understanding of relational data structures—entities, fields, lookups, and relationships.
- Prior exposure to the Power Platform (Power Apps, Power Automate) is beneficial but not mandatory.
- An active Microsoft 365 or Dynamics 365 environment (trial or licensed) for hands-on practice.

5. Course content

Module 1: Introduction to Model-Driven Apps

- Overview of the Power Platform, app architecture, and design principles.

Module 2: Configuring Dataverse Tables and Data Model

- Creating and modifying tables (entities), fields, relationships, and choice columns (option sets).

Module 3: Designing Forms, Views, and Dashboards

- Customizing user forms, system versus main form layering, view filters, and dashboard layout optimization.

Module 4: Building Business Logic

- Using business rules, real-time workflows, business process flows, calculated fields, and rollups to automate logic.

Module 5: Security and Access Control

- Setting up security roles, field-level security, sharing, and team access.

Module 6: Designing and Managing Model-Driven Apps

- Creating app modules, configuring site maps, managing themes, and organizing components.

Module 7: Extending with Power Platform Tools

- Integrating canvas components, embedding Power BI, using PCF controls, and extending with Power Automate flows.

Module 8: Deployment, Testing, and Maintenance

- Solutions vs unmanaged customizations, environment strategies, data migration best practices, and app performance tuning.

Module 9: Mobile Considerations and User Adoption

- Configuring the mobile client, quick actions, views for mobile, and strategies for user training and adoption.

