

Microsoft Dynamics 365 Sales

Course Duration: 16 Hrs.

Course Code: MB-210T01

Course Overview

The MB-210T01 Microsoft Dynamics 365 Sales course is designed to enable sales professionals and CRM administrators to maximize the power and features of Dynamics 365 Sales to streamline processes and ultimately improve their sales performance.

Course Content

Learning Path 1: Get started with Dynamics 365 Sales

Module 1: Introduction to Dynamics 365 Sales

Module 2: Configure organization and management settings

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

Module 1: Manage leads with Dynamics 365 Sales

Module 2: Manage opportunities with Dynamics 365 Sales

Module 3: Track customer interactions with activities

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

Module 1: Manage and organize your product catalog with Dynamics 365 Sales

Module 2: Process sales orders with Dynamics 365 Sales

Learning Path 4: Manage goals and forecasting with Dynamics 365 Sales

Module 1: Define and track individual goals in Dynamics 365 Sales

Module 2: Manage forecasting in Dynamics 365 Sales

Learning Path 5: Analyze Dynamics 365 Sales data

Module 1: Analyze data in Dynamics 365 Sales

Module 2: Analyze data with Power BI

Learning Path 6: Work with Dynamics 365 Sales Insights and the Sales accelerator

Module 1: Get started with Dynamics 365 Sales Insights

Module 2: Get started with Sales accelerator

Learning Path 7: Create surveys with Dynamics 365 Customer Voice

Module 1: Create a survey project

Module 2: Create surveys with Dynamics 365 Customer Voice

Module 3: Send Dynamics 365 Customer Voice surveys

Learning Path 8: Enhance seller productivity by extending Dynamics 365 Sales

Module 1: Boost sales performance with Microsoft Copilot for Sales

Module 2: Get started with the Dynamics 365 Sales mobile app