

# **MS-900: Microsoft Dynamics 365 Fundamentals**

## Content

### **Module 1: Introduction to Microsoft Dynamics 365**

- Introduction
- Dynamics 365 Applications
- What is Artificial Intelligence (AI)?
- What is Mixed Reality (MR)?
- Digital Transformation
- Summary

### **Module 2: Principles of Cloud Computing**

- Introduction
- What is Cloud Computing?
- Benefits of Cloud Computing
- Compliance, Terms, and Requirements
- Types of Cloud Services
- Deployment
- Azure DevOps
- Microsoft Dynamics Lifecycle Services (LCS)
- Explore Power Platform Admin Center
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### **Module 3: Introduction to Dynamics 365 Sales**

- Introduction
- Automation of Business Processes with Dynamics 365 Sales
- Manage the Sales Process and Pipeline
- Benefits of Microsoft Relationship Sales Solution (MRSS)
- Dynamics 365 Sales Insights
- Microsoft Forms Pro
- Dynamics 365 Product Visualize
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  - Create or Edit Quotes
  - Create or Edit Orders
  - Create or Edit Invoices

### **Module 4: Introduction to Dynamics 365 Marketing**

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- The Benefits of Dynamics 365 Marketing
- Features and Functionality of Dynamics 365 Marketing
- Lead Generation and Qualification

- Customer Journey
- Segmentation
- Event Management
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  - Pinpoint Your Audience
  - Build a Campaign

## **Module 5: Introduction to Dynamics 365 Customer Service**

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- Case Lifecycle Management
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- Omnichannel for Dynamics 365 Customer Service
- Power Apps Portals
- Dynamics 365 Customer Service Insights
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  - Create and Manage a Case

## **Module 6: Introduction to Dynamics 365 Field Service**

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- Resource Scheduling Optimization (RSO)
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## **Module 7: Introduction to Dynamics 365 Finance**

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## **Module 8: Introduction to Dynamics 365 Supply Chain Management**

- Introduction
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- Dynamics 365 Supply Chain Management Core Capabilities
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  - Create Product Masters
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## **Module 9: Introduction to Dynamics 365 Business Central**

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- Personnel Management
- Benefits Management
- Employee Development
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## **Module 11: Introduction to Dynamics 365 Commerce**

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- Dynamics 365 Commerce Core Functional Areas
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- Merchandising and Inventory
- Dynamics 365 Commerce Deployment Options
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## **Module 12: Recognize Dynamics 365 Security**

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- Cloud Security Basics
- Understanding Role-Based Security
- Security in Finance and Operations Apps
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- **Lab: Explore Security Roles in Dynamics 365 Model-Driven Apps**
- **Lab: Explore Security Roles in Finance and Operations Apps**
- **Lab: Enhance Security by Encrypting Your Data**

### **Module 13: Connect and Analyze Your Dynamics 365 Data**

- Introduction
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### **Module 14: Explore Model-Driven App Integrations and Dynamics 365 Customer Insights**

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- Integration Across Dynamics 365 Applications
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- Integration with Third-Party Applications
- Dynamics 365 Customer Insights
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### **Module 15: Explore Finance and Operations Cross-App Integrations**

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- Integration Across Dynamics 365 Apps
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