

MS - 900 : Microsoft Dynamics 365 Fundamentals

Course Outline

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
- Summary

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
- Summary
- **Lab: Explore Dynamics 365 Sales**
 - Create or Edit Quotes
 - Create or Edit Orders
 - Create or Edit Invoices

Module 4: Introduction to Dynamics 365 Marketing

- Introduction
- The Benefits of Dynamics 365 Marketing
- Features and Functionality of Dynamics 365 Marketing
- Lead Generation and Qualification
- Customer Journey
- Segmentation
- Event Management
- Summary

- **Lab: Explore Dynamics 365 Marketing**
 - Create Engaging Emails
 - Pinpoint Your Audience
 - Build a Campaign

Module 5: Introduction to Dynamics 365 Customer Service

- Introduction
- Overview of Dynamics 365 Customer Service
- Account Management
- Case Lifecycle Management
- Knowledge Articles
- Omnichannel for Dynamics 365 Customer Service
- Power Apps Portals
- Dynamics 365 Customer Service Insights
- Summary
- **Lab: Explore Dynamics 365 Customer Service**
 - Create and Manage a Case

Module 6: Introduction to Dynamics 365 Field Service

- Introduction
- Benefits of Dynamics 365 Field Service
- Connected Field Service
- Service Resource Scheduling
- Resource Scheduling Optimization (RSO)
- Field Service Mobile
- Dynamics 365 Remote Assist
- Dynamics 365 Guides
- Summary

Module 7: Introduction to Dynamics 365 Finance

- Introduction
- Overview of Dynamics 365 Finance
- Dynamics 365 Finance Core Capabilities
- Summary
- **Lab: Explore Dynamics 365 Finance**

Module 8: Introduction to Dynamics 365 Supply Chain Management

- Introduction
- Overview of Dynamics 365 Supply Chain Management
- Dynamics 365 Supply Chain Management Core Capabilities
- Dynamics 365 Layout
- Summary
- **Lab: Explore Dynamics 365 Supply Chain Management**
 - Create a Product
 - Create Product Masters
 - Create a Purchase Order

Module 9: Introduction to Dynamics 365 Business Central

- Introduction
- Overview of Dynamics 365 Business Central
- Finance and Budgeting
- Supply Chain Management
- Project Management
- Sales and Service
- When to Use Business Central vs. Other Dynamics 365 Applications
- Summary

Module 10: Introduction to Dynamics 365 Human Resources

- Introduction
- Overview of Dynamics 365 Human Resources
- Employee Self-Service
- Personnel Management
- Benefits Management
- Employee Development
- Summary
- **Lab: Explore Dynamics 365 Human Resources**
 - Create a Job

Module 11: Introduction to Dynamics 365 Commerce

- Introduction
- Overview of Dynamics 365 Commerce
- Omnichannel and Channel Management
- Dynamics 365 Commerce Core Functional Areas
- Assisted Selling
- Merchandising and Inventory
- Dynamics 365 Commerce Deployment Options
- Dynamics 365 Fraud Protection
- Summary

Module 12: Recognize Dynamics 365 Security

- Introduction
- Dynamics 365 Cloud Security
- Cloud Security Basics
- Understanding Role-Based Security
- Security in Finance and Operations Apps
- Summary
- **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
- The Use of Microsoft Power Platform in Dynamics 365
- Benefits of Common Data Service

- Dynamics 365 Reporting
- Summary
- **Lab: Explore Power Platform Admin Center**

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

- Introduction
- Integration Across Dynamics 365 Applications
- Integration with Microsoft Products
- Integration with Third-Party Applications
- Dynamics 365 Customer Insights
- Summary

Module 15: Explore Finance and Operations Cross-App Integrations

- Introduction
- Integration Across Dynamics 365 Apps
- Discover the Data Management Framework
- Integrations Across Microsoft Products
- Integrations with Third-Party Apps
- Explore External System Integration Capabilities
- Summary