

# **MB-901T00-A: Microsoft Dynamics 365 Fundamentals**

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

- Introduction
- Dynamics 365 Applications
- What is artificial intelligence (AI)?
- What is mixed reality (MR)?
- Digital Transformation
- Test your knowledge
- Summary

## **Module 2: Principles of cloud computing and deployment**

- 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
- Test your knowledge
- Summary

## **Module 3: Recognize Dynamics 365 Security**

- Introduction
- Dynamics 365 cloud security
- Understand role-based security
- Test your knowledge
- 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 4: Connect and analyze your Dynamics 365 data**

- Introduction
- The use of Power Platform in Dynamics 365
- Benefits of Common Data Service
- Dynamics 365 reporting
- Test your knowledge
- Summary

**Lab : Explore Power Platform Admin Center**

## **Module 5: Introduction to Dynamics 365 Sales**

- Introduction
- Dynamics 365 sales automation
- Manage the sales process and pipeline
- Contract management
- Discover Microsoft Relationship Sales solution
- Dynamics 365 Sales Insights
- Sales surveys
- Test your knowledge
- Summary

### **Lab : Explore Dynamics 365 Sales**

- Create or edit quotes
- Create or edit orders
- Create or edit invoices

## **Module 6: 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
- Test your knowledge
- Summary

### **Lab : Explore Dynamics 365 Marketing**

- Create engaging emails
- Pinpoint your audience
- Build a campaign

## **Module 7: 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
- Portals
- Dynamics 365 Customer Service Insights
- Test your knowledge
- Summary

### **Lab : Explore Dynamics 365 Customer Service**

- Create and manage a case

## **Module 8: Introduction to Dynamics 365 Field Service**

- Introduction
- Benefits of Dynamics 365 Field Service
- Connected Field Service
- Service resource scheduling
- Resource Scheduling Optimization (RSO)
- Proactive customer service
- Field Service Mobile
- Dynamics 365 Remote Assist
- Dynamics 365 Guides
- Test your knowledge
- Summary

## **Module 9: 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
- Integrating customer data across first and third-party applications with Dynamics 365 Customer Insight
- Test your knowledge
- Summary

## **Module 10: Introduction to Dynamics 365 Finance**

- Introduction
- Overview of Dynamics 365 Finance
- Global attributes
- General ledger
- Accounts payable
- Accounts receivable
- Credit and collections
- Budgeting
- Project management and accounting
- Real-time cash flow visibility
- Period and year-end closing
- Test your knowledge
- Summary

## **Lab : Explore Dynamics 365 Finance**

## **Module 11: Introduction to Dynamics 365 Supply Chain Management**

- Introduction
- Overview of Dynamics 365 Supply Chain Management
- Product information
- Procurement and sourcing
- Warehouse management
- Sales order management

- Manufacturing
- Master Planning
- Modernize operations
- Project accounting
- Asset management
- Dynamics 365 Layout
- Test your knowledge
- Summary

**Lab : Explore Dynamics 365 Supply Chain Management**

- Create a product
- Create product masters
- Create a purchase order
- Create sales orders

**Module 12: Introduction to Dynamics 365 Business Central**

- Introduction
- Finance and budgeting
- Supply chain management
- Project management
- Sales and service
- When should you use Business Central versus other Dynamics 365 applications?
- Test your knowledge
- Summary

**Module 13: Introduction to Dynamics 365 Human Resources**

- Introduction
- Overview of Dynamics 365 Human Resources
- Employee self-service
- Personnel management
- Benefits management
- Employee development
- Test your knowledge
- Summary

**Lab : Explore Dynamics 365 Human Resources**

- Create a job

**Module 14: Introduction to Dynamics 365 Commerce**

- Introduction
- Core retail functionality
- Point of Sale (POS)
- Assisted Selling
- Merchandising and inventory
- Channel management
- Ecommerce
- Retail deployment
- Dynamics 365 Fraud Protection

- Test your knowledge
- Summary

### **Module 15: Explore Finance and Operations cross-app integrations**

- Introduction
- Integration across Dynamics 365 applications
- Integration with Microsoft products
- Integration with third-party applications
- Explore external system integration capabilities
- Test your knowledge
- Summary