# MB-210T01: Microsoft Dynamics 365 Sales

# Course Content

## Course Description:
Microsoft Dynamics 365 for Sales is an end-to-end application to manage the handling of customers and potential customers; it assists with tracking data against sales goals, automating best practices, learning from data, and more.

Our team of globally recognized experts take students step by step, from lead, to opportunity, to closed deal. Using the application's available automation and customization options, students will learn how to enable sales staff to be their most productive selves.

## At Course Completion:
After competing this course, student will be able to:
- Install and configure the application
- Identify common sales scenarios
- Complete a sales cycle
- Configure product catalog
- Manage customer records
- Utilize analytics tools with customer data

## Prerequisites:
Familiarity of business applications and the desire to customize and implement them for business.

## Target Student:
A Dynamics 365 Customer Engagement Functional Consultant is responsible for performing discovery, capturing requirements, engaging subject matter experts and stakeholders, translating requirements, and configuring the solution and applications. The Functional Consultant implements a solution using out-of-the-box capabilities, codeless extensibility, application, and service integrations.

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Course ID #: 7000-400-ZZ-Z

Hours: 14

## Topics:

**Module 1: Sales Overview**
- Sales overview
- Configuring Sales
- Module summary

**Module 2: Working with Opportunities**
- Manage customers
- Working with opportunities
- Embedded intelligence
- Playbooks
- Integrated sales tools
- Module summary

**Module 3: Quotes to Orders**
- Order processing overview
- Manage product catalog
- Create and manage quotes
- Create and manage orders and invoices
- Module summary

**Module 4: Sales Analytics and Insights**
- Overview
- Power BI
- AI for Sales
- Modules summary