



# MB-280T01: Configure Dynamics 365 customer experience model-driven apps

Course ID #: 7000-1078-ZZ-Z

Hours: 7

## Course Content

### Description:

With model-driven apps, organizations can customize their user experiences with little to no code and create powerful applications that empower their users and increase productivity. This course is designed to help students learn the skills necessary to configure the Dynamics 365 customer experience model-driven apps, which include Dynamics 365 Sales and Dynamics 365 Customer Insights. In this course, students will learn how to create tables and columns, work with Microsoft Dataverse, and configure the user experience inside a model-driven application. This course is part of a four-course series (MB-280T01-T04) aligning to the MB-280 certification exam.

### Prerequisites:

None

### Target Audience:

IT or Marketing Professionals

### Topics:

#### Lesson 1: Get started using Dataverse

- Create and manage environments in Dataverse
- Create tables in Dataverse
- Manage tables in Dataverse
- Create and manage columns within a table in Dataverse
- Work with choices in Dataverse
- Load/export data and create data views in Dataverse
- Connect to other data in a Power Apps canvas app

#### Lesson 2: Create relationships, business rules, calculations, and rollups in Dataverse

- Create a relationship between tables in Dataverse
- Define and create business rules in Dataverse
- Create and define calculation or rollup columns in Dataverse

#### Lesson 3: Customize the command bar in Power Apps

- Customize the command bar
- Common command bar scenarios
- Advanced command bar concepts



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## **Lesson 4: Visualize, import, and export Microsoft Dataverse data**

- Visualize data with Dataverse views
- Use Power Query to load data in Dataverse
- Use Microsoft Word and Excel templates with Dataverse
- Export data from Dataverse and use Microsoft Excel to edit records
- Use Azure and external tools to manipulate data

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## NASBA Information

**Attendance Requirement:** To be awarded the full credit hours, you must sign in and attend the entire course.

**Recommended Field(s) of Study:**

**Recommended CPEs:** 7.80

### **Policies: Course Registration, Cancellation, Refund, and Complaint Resolution**

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