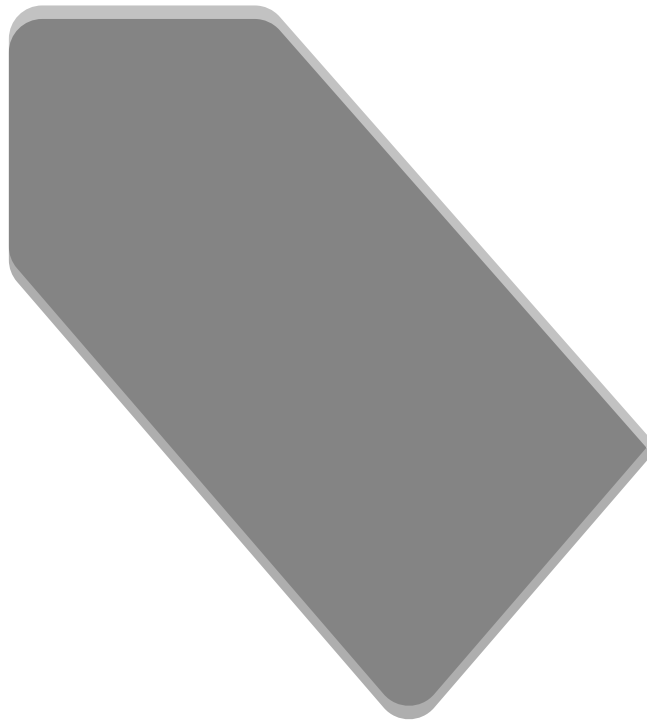


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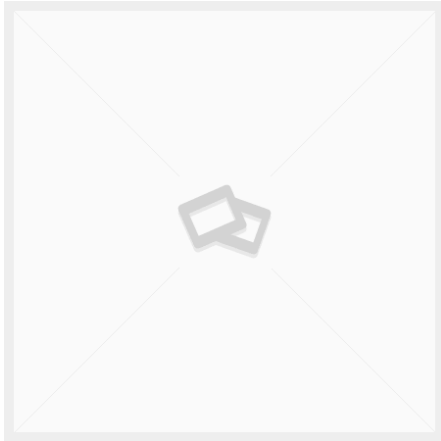
# **DYNAMICS 365 CE (CRM) SALES, SERVICE, FIELD SERVICE, CUSTOMER INSIGHTS, MARKETING**

Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate

Microsoft Certified: Dynamics 365 for Field Service Functional Consultant Associate

Microsoft Certified: Dynamics 365 Customer Experience Analyst Associate

Microsoft Certified: Dynamics 365 Fundamentals Customer Engagement Apps (CRM)



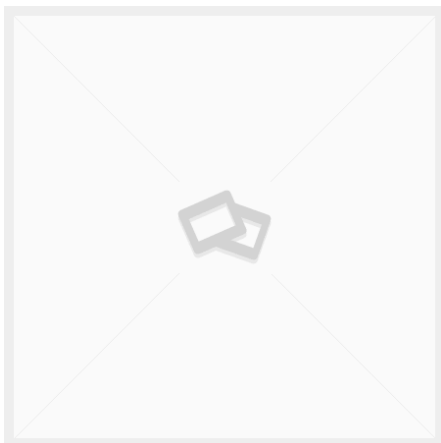
## AB-6005: INTRODUCTION TO SUPPLY CHAIN MANAGEMENT IN DYNAMICS 365

Dynamics 365 Supply Chain Management supports products, purchasing, sales, inventory, warehousing, manufacturing, and planning. Learn to manage product information, order-to-cash, procure-to-pay, inventory visibility, warehouse operations, quality, transportation, landed cost, BOMs, routes, production orders, and master planning. AB-6005 is ideal for teams that want to improve supply chain visibility, strengthen operational processes, and understand how Dynamics 365 supports end-to-end supply chain management.

[Read More](#)

**SKU:** 2001

**Price:** \$595.00



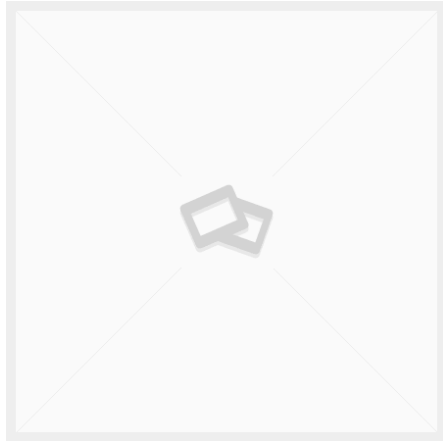
## AB-6003 DYNAMICS 365 SALES TRAINING

Learn how Dynamics 365 Sales supports AI-powered selling, lead management, opportunity management, customer relationships, and sales productivity. Use Copilot, AI agents, sales accelerator, predictive scoring, forecasting, product catalogs, quotes, orders, dashboards, and Power BI insights. AB-6003 is ideal for teams that want to improve sales execution, strengthen pipeline visibility, and apply Dynamics 365 Sales capabilities to modern customer engagement.

[Read More](#)

**SKU:** 2002

**Price:** \$595.00



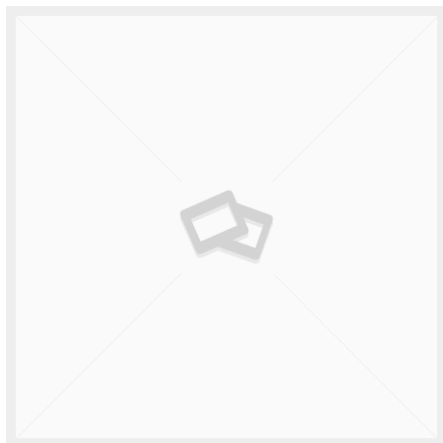
## AB-620 DESIGN AND BUILD INTEGRATED AI AGENT SOLUTIONS WITH COPILOT STUDIO

**Design and Build Integrated AI Agent Solutions in Copilot Studio** moves organizations from simple chatbots to intelligent, enterprise-ready AI agents that automate real business processes across Microsoft 365, Dynamics 365, Power Platform, Azure, and third-party systems.

[Read More](#)

**SKU:** 2003

**Price:** \$1,995.00



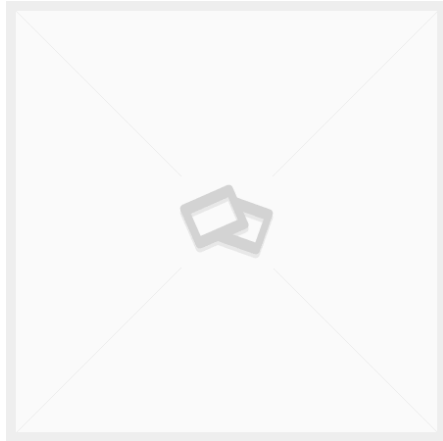
## AB-410 BUILD INTELLIGENT APPLICATIONS

This course is ideal for organizations modernizing business processes with AI, copilots, agents, and low-code automation while maintaining governance, security, and responsible AI practices.

[Read More](#)

**SKU:** 2004

**Price:** \$1,995.00



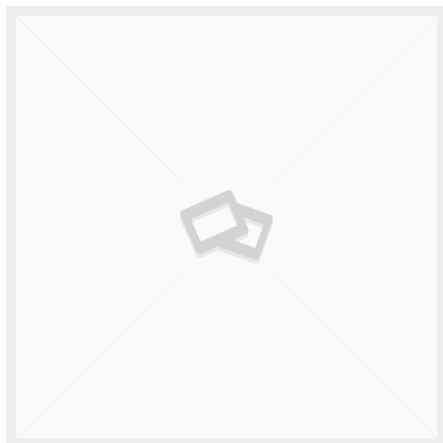
## **AB-250 TRANSFORM CONTACT CENTER EXPERIENCES WITH AI COPILOT IN DYNAMICS 365**

Build AI-powered contact centers with Dynamics 365, Copilot, and intelligent routing. Learn how to configure and operate an AI-powered contact center using Dynamics 365 Contact Center, Customer Service, Copilot, AI agents, omnichannel engagement, intelligent routing, and secure customer data integration. Enroll Now to Modernize Customer Service with Dynamics 365 AI

[Read More](#)

**SKU:** 2005

**Price:** \$1,795.00



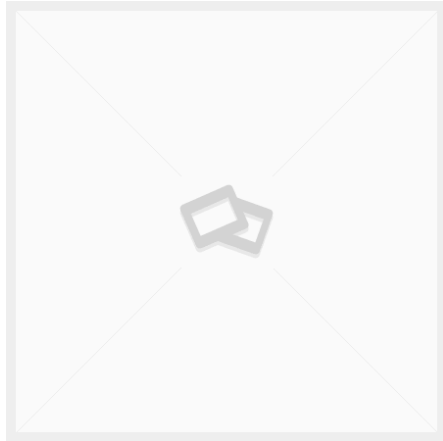
## **AB-6004: INTRODUCTION TO CUSTOMER SERVICE IN DYNAMICS 365**

Dynamics 365 Service supports case management, customer support, self-service, workforce management, and onsite service capabilities. Learn Dynamics 365 Customer Service, Contact Center, Field Service, Copilot, AI agents, knowledge management, queues, service scheduling, and customer engagement tools. AB-6004 is ideal for teams that want to improve service delivery, increase agent productivity, strengthen customer satisfaction, and apply AI-powered Dynamics 365 capabilities to modern service operations.

[Read More](#)

**SKU:** 2008

**Price:** \$595.00



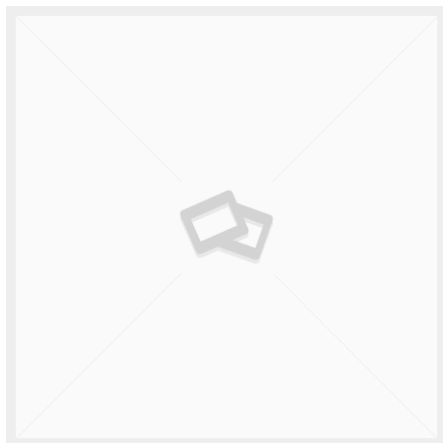
## **MB-280T04: CONFIGURE A DYNAMICS 365 CE SALES, CUSTOMER SERVICE SOLUTION**

- Power Users seeking to enhance or upgrade an existing CRM, older version of Dynamics 365 CE Sales, Customer Service, Marketing, Customer Insights
- You want to know how to improve the Dynamics 365 CE (CRM) you already have
- You want to align the Dynamics 365 CE with your company's needs

[Read More](#)

**SKU:** 2664

**Price:** \$1,995.00



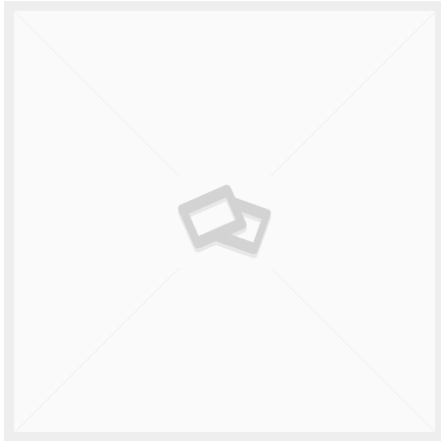
## **MB-280: DYNAMICS 365 CUSTOMER EXPERIENCE ANALYST: SALES, CUSTOMER ENGAGEMENT (MARKETING) TRACK MB-280T01, MB-280-T02, MB-280T03**

- Confidently configure and deploy Dynamics 365 CE solutions
- Empower sales teams with intelligent tools and workflows
- Deliver personalized customer journeys using Customer Insights
- Leverage low-code tools to streamline administration and data management

[Read More](#)

**SKU:** 2479

**Price:** \$1,995.00



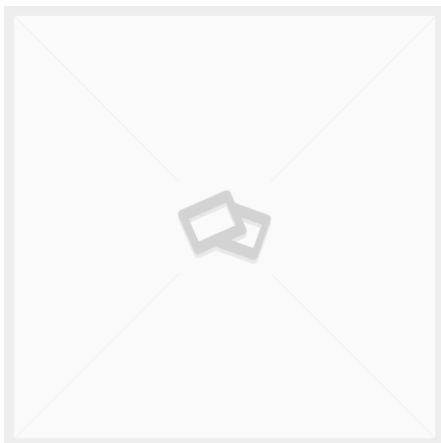
## **MB-280T01 DYNAMICS 365 CE - CONFIGURE AND BUILD MODEL DRIVEN SOLUTIONS (DYNAMICS 365 CUSTOMER EXPERIENCE ANALYST)**

- Confidently configure and deploy Dynamics 365 CE solutions
- Empower sales teams with intelligent tools and workflows
- Deliver personalized customer journeys using Customer Insights
- Leverage low-code tools to streamline administration and data management

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**SKU:** 2916

**Price:** \$1,995.00



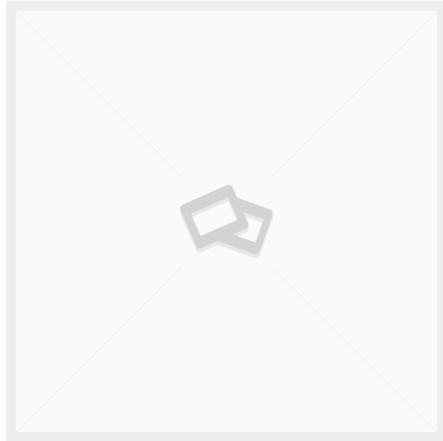
## **MB-280 MASTERING DYNAMICS 365 CUSTOMER EXPERIENCE - SALES, CUSTOMER INSIGHTS (MARKETING) SOLUTIONS 3 DAY CLASS**

- Confidently configure and deploy Dynamics 365 CE solutions
- Empower sales teams with intelligent tools and workflows
- Deliver personalized customer journeys using Customer Insights
- Leverage low-code tools to streamline administration and data management

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**SKU:** 2047

**Price:** \$1,995.00



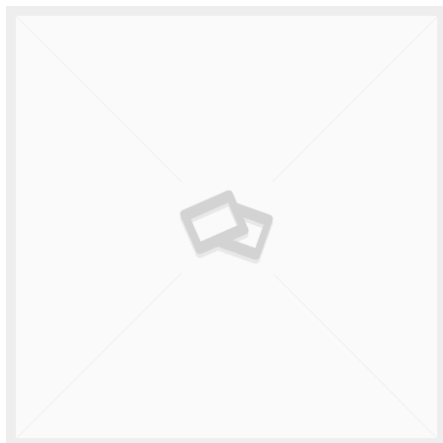
## **MB-7007: DEPLOY AND CONFIGURE MICROSOFT 365 COPILOT FOR SALES**

Learn how to deploy and configure Microsoft 365 Copilot specifically for sales applications.

[Read More](#)

**SKU:** 3424

**Price:** \$1,195.00



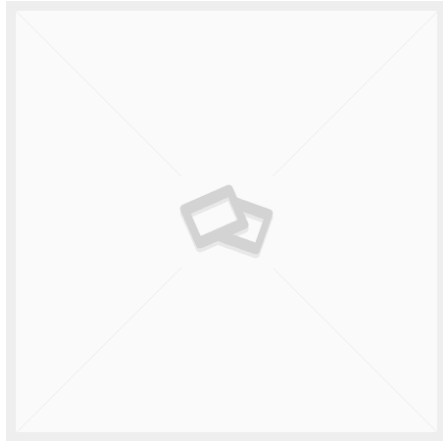
## **MB-280T03: MARKETING DESIGN AND DELIVER POWERFUL CUSTOMER EXPERIENCES WITH DYNAMICS 365 CUSTOMER INSIGHTS**

- Confidently configure and deploy Dynamics 365 CE Customer Insights
- Empower sales teams with intelligent tools, workflows and marketing
- Deliver personalized customer journeys using Customer Insights

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**SKU:** 2957

**Price:** \$1,995.00

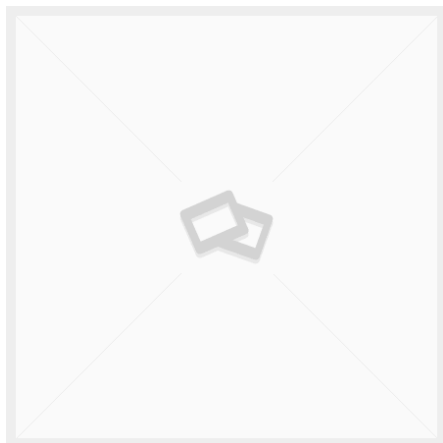


## DYNAMICS 365 CE CRM CUSTOMIZATION AND ADMINISTRATION (LOW CODE)

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**SKU:** 2234

**Price:**



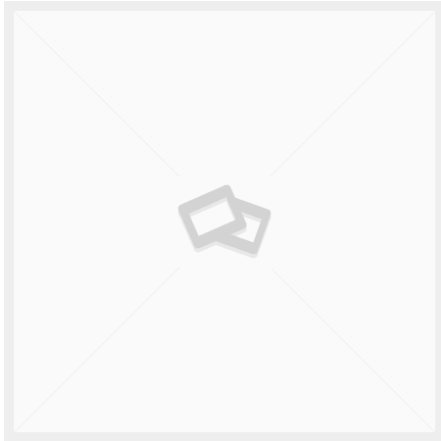
## DYNAMICS 365 CRM DEVELOPMENT EXTENDING PLUGINS ON-PREMISE

Learn Dynamics 365 Extensions, query and execute these operations, business process implementation and workflows, Plug-ins, application event programming, client extensions, and web resources. Finally, it includes a summary overview of the integration between Flow and Power BI and Dynamics 365 (CRM).

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**SKU:** 2456

**Price:**



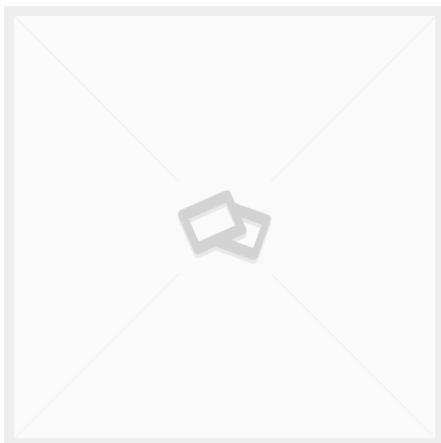
## **DYNAMICS 365 CE CRM ON-PREMISE CUSTOMIZATION & DEVELOPMENT WITH LOW-CODE, AND CODE XRM TOOLBOX, VISUAL STUDIO C# PLUGINS**

Dynamics CRM Customization & Development using C# Plugins, Visual Studio & XRM toolbox. This course is for a Dynamics 365 CRM developer and customers who have a technical background and familiarity with Microsoft Dynamics 365 or Dynamics 365 CRM 2016, 2015

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**SKU:** 2101

**Price:**



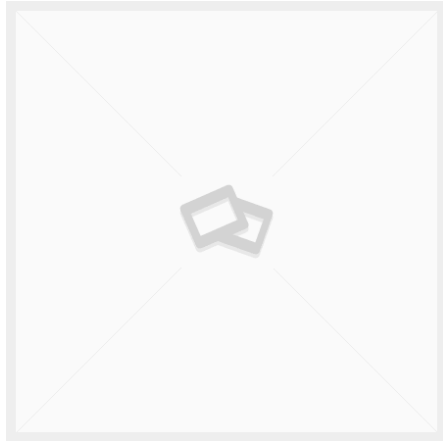
## **MB-910 DYNAMICS 365 CE FUNDAMENTALS (CRM)**

Dynamics 365. customer engagement, Marketing, Sales, Customer Service, Field Service, and the customer relationship management capabilities of Project Operations.

[Read More](#)

**SKU:** 2103

**Price:** \$595.00



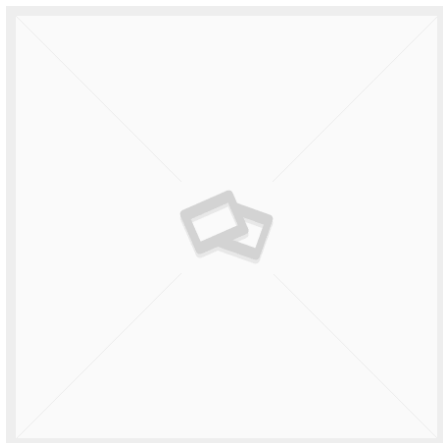
## **AB-210: ACCELERATE SALES PIPELINES WITH AI IN DYNAMICS 365 MB-210 MB280**

AB-210: Accelerate sales pipelines with AI in Dynamics 365 Copilot and Dynamics 365 Sales Enterprise can accelerate the full sales lifecycle—from lead generation to opportunity management and deal close. Use AI and leveraging automation, analytics, and integration capabilities to optimize sales performance.

[Read More](#)

**SKU:** 2139

**Price:** \$1,795.00



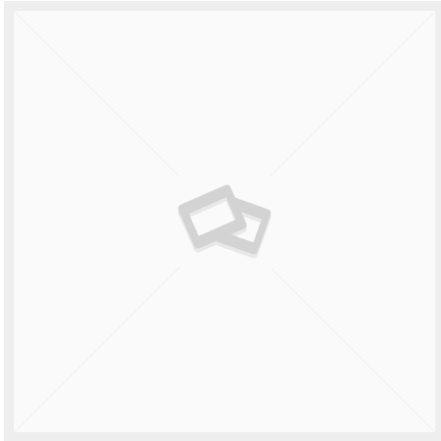
## **MB-220 TRAINING: DYNAMICS 365 MARKETING FUNCTIONAL CONSULTANT MB-280**

- Manage marketing content, templates and integrations
- Create and manage leads
- Design and create marketing forms and pages
- Create and manage segments
- Set up and launch customer journeys
- Create and manage events

[Read More](#)

**SKU:** 2140

**Price:** \$1,995.00



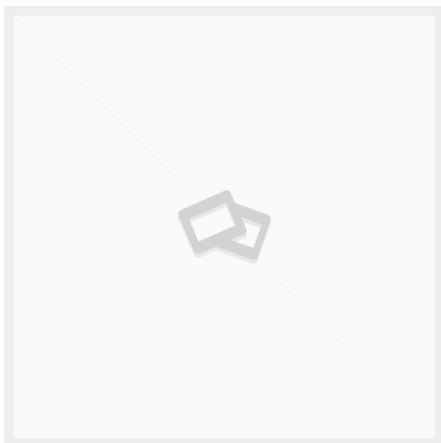
## **MB-230: IMPLEMENT CUSTOMER SERVICE SOLUTIONS MICROSOFT DYNAMICS 365 CUSTOMER SERVICE**

Learn Dynamics 365 Customer Service. Work with case management, queues, routing, SLAs, knowledge management, workspace configuration, agent experience profiles, Customer Voice, Contact Center administration, Power Platform extensions, and Copilot-assisted service scenarios.

[Read More](#)

**SKU:** 2141

**Price:** \$1,995.00



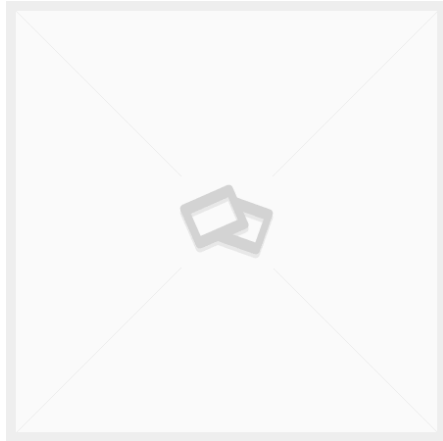
## **MB-240: IMPLEMENT FIELD SERVICE SOLUTIONS USING MICROSOFT DYNAMICS 365 FIELD SERVICE**

Design efficient solutions that align with customer goals. Learn Field Service settings, resources, skills, territories, work orders, incident types, agreements, inspections, schedule board, schedule assistant, mobile app, inventory, customer assets, functional locations, and Power Platform extensions. Connect Dynamics 365 for Field Service to Power BI for Data Analytics. Learn how to identify and scheduling resources to managing workloads for mobile.

[Read More](#)

**SKU:** 2142

**Price:** \$2,495.00



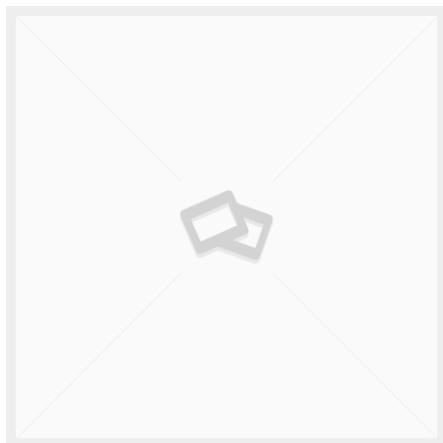
## **MB-700 DYNAMICS 365: FINANCE AND OPERATIONS APPS SOLUTION ARCHITECT**

Dynamics 365 Finance and Operations Training: Apps Solution Architect is developed for those aspired to be solution architect and also those who are new to this role. This course provides the technical information focusing on application architecture and technical skills to start their journey into this role. This course will not cover the industrial skills and delivery skills required for this role.

[Read More](#)

**SKU:** 2147

**Price:** \$2,995.00



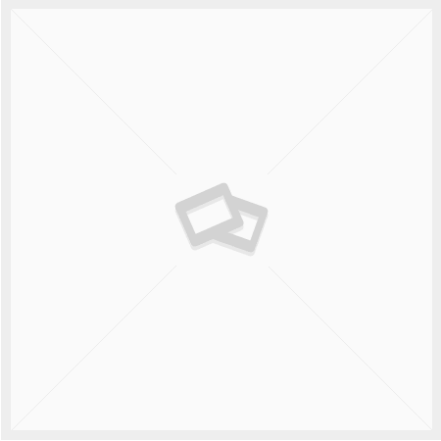
## **DYNAMICS 365 PROJECT OPERATIONS - MANAGEMENT AND ACCOUNTING**

Dynamics 365 Project Operations - Learn features and functionality needed by Project Managers and Accounting. Automate processes to increase efficiency and decrease operational expenses.

[Read More](#)

**SKU:** 2125

**Price:** \$1,995.00



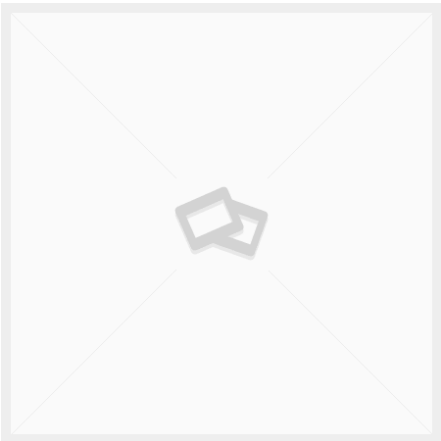
## MB-260 TRAINING: CUSTOMER DATA PLATFORM SPECIALIST

Customer Data Platform specialists implement solutions that provide insight into customer profiles and that track engagement activities to help improve customer experiences and increase customer retention. In this course, students will learn about the Dynamics 365 Customer Insights solution, including how to unify customer data with prebuilt connectors, predict customer intent with rich segmentation, and maintain control of customer data. This course begins with importing and transforming your customer data and culminates with extending your customer data platform solution into the Power Platform and Dynamics 365 applications.

[Read More](#)

**SKU:** 2137

**Price:**



## DYNAMICS 365 HR MANAGEMENT: OPTIMIZE HUMAN CAPITAL

Dynamics 365 Human Resources - Empower employees with easy-to-use self-service HR tools. Automate processes to increase efficiency. Decrease operational expenses and financial complexities.

[Read More](#)

**SKU:** 2124

**Price:**

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