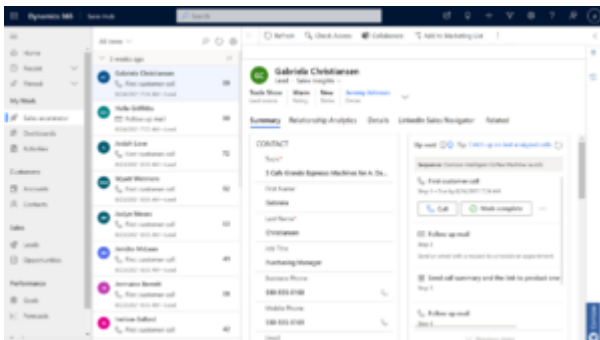




## MB-210 Dynamics 365 Sales Enterprise Training – Accelerate Sales and Increase Revenue with AI

### Description

# Dynamics 365 Sales Enterprise Training MB-210



## Certification Dynamics 365 Sales Functional Consultant Associate

### You will Learn:

- Install and configure the application
- Identify common sales scenarios
- Complete a sales cycle
- Configure product catalog
- Manage customer records
- Lastly, utilize analytics tools with customer data

## MB-210 Dynamics 365 Sales Enterprise Training

Dynamics 365 Sales Enterprise is an end-to-end application to manage the handling of customers and potential customer. 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.

## Is this the Right Microsoft Dynamics 365 Sales Enterprise Training MB-210 for You?

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 lastly, service integrations.

## Good to know before you attend the class:

Familiarity of business applications and the desire to customize and lastly, to implement them for business.

## Course outline

### Module 1: Configure Dynamics 365 Sales

In this module, we will learn about configuring the sales application to fit an organization's unique requirements.

#### Lessons

- Configure organization and management settings

#### Lab : Lab 1.1: Validate lab environment

After completing this module, you will be able to:

- Install and configure the sales application.

- Identify common sales scenarios.

## **Module 2: Manage leads and opportunities with Dynamics 365 Sales**

In this module, you will learn how to manage customer data records, use built-in sales tools, and take a lead through the lead lifecycle.

### **Lessons**

- Manage leads with Dynamics 365 Sales Enterprise
- Manage opportunities with Dynamics 365 Sales Enterprise

### **Lab : Lab 2.1: Manage customers**

After completing this module, you will be able to:

- Create customer records.
- Use sales tooling.
- Create leads and opportunities.

## **Module 3: Manage orders and the product catalog with Dynamics 365 Sales**

In this module, we will learn how to use quotes and orders to further use Dynamics 365 Sales Enterprise to manage your sales opportunities and turn them into closed deals.

### **Lessons**

- Manage and organize your product catalog with Dynamics 365 Sales
- Process sales orders with Dynamics 365 Sales

After completing this module, you will be able to:

- Create and use the product catalog.
- Add quotes to opportunities.
- Complete a sale with an order.

## **Module 4: Manage goals with Dynamics 365 Sales**

In this module, we will learn how to manage goals to track the success of your sales organization and gather key metrics about sales performance.

### **Lessons**

- Define and track individual goals with Dynamics 365 Sales
- Use goal metrics in Dynamics 365 Sales

After completing this module, you will be able to:

- Use rollup columns to define sales metrics.
- Track individual goals for sales and teams.

## Module 5: Analyze Dynamics 365 Sales data

In this module, we will review analytical options, describe search tools, and use Power BI to view and analyze sales data.

### Lessons

- Analyze data in D365 Sales
- Analyze data with Power BI

After completing this module, you will be able to:

- Analyze sales data using out-of-the-box D365 tools
- Configure charts and dashboards to view sales data
- Use Power BI and Power BI template apps to analyze data

## Module 6: Work with Dynamics 365 Sales Insights

In this module, you will learn about the free and premium features of Dynamics 365 Sales Insights, and how it can empower salespeople to form closer relationships with their customers and close sales faster.

### Lessons

- Configure Sales Insights

After completing this module, you will be able to:

- Set up and configure Sales Insights
- Work with Assistant studio
- Configure productivity intelligence, connection insights and predictive models

## G. Module 7: Create surveys with Dynamics 365 Customer Voice

In this module, students will learn about Dynamics 365 Customer Voice, a powerful tool for gathering and analyzing customer sentiment.

### Lessons

- Create a survey project with Dynamics 365 Customer Voice
- Create surveys with Dynamics 365 Customer Voice

- Send Dynamics 365 Customer Voice surveys

After completing this module, students will be able to:

- Set up survey projects to organize and create surveys
- Create a survey with variables and entities
- Send Dynamics 365 Customer Voice surveys using multiple modalities

### **Related Courses:**

[MB-220 Microsoft Dynamics 365 Marketing](#)

[MB-230 Microsoft Dynamics 365 Customer Service](#)

[MB-240 Microsoft Dynamics 365 Field Service](#)

[MB-260 Microsoft Customer Data Platform Specialty](#)

### **Related Certifications:**

[Microsoft Certified: Dynamics 365 Sales Functional Consultant Associate](#)

[Learning Paths](#)

[Credly & Job Opportunities](#)

[Contact Us](#) or Live Chat if you have questions or concerns about Microsoft Technical Course.

### **PRODUCT TYPE**

- simple

### **PRODUCT VISIBILITY**

- featured

### **PRODUCT CAT**

- Dynamics 365 Cloud Skills and Training
- Dynamics 365 Sales

### **Date Created**

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