

81071: Deployment for Customer Engagement in Microsoft Dynamics 365 (Marketing, Sales)

Course Details

Course Outline

1. Getting Started with Microsoft Dynamics 365

- Overview of Microsoft Dynamics 365
- Accessing Microsoft Dynamics 365
- Requirements
- Planning a Deployment
- Import Data

2. Manage Microsoft Dynamics 365 Subscriptions

- Signing-up for a Subscription
- Managing users
- Microsoft Online Services Administration

3. Manage Microsoft Dynamics 365 Instances

- Overview of Instances
- Administration Mode
- Working with Tenants
- Managing storage
- Managing administrative email notifications

4. Managing Microsoft Dynamics 365 Upgrades

- Update Policy
- Customer Driven Upgrade Process

5. Integration with other Microsoft Online Business Solutions

- Microsoft Exchange Online
- Microsoft SharePoint Online
- Microsoft OneDrive
- Microsoft OneNote
- Microsoft Social Engagement
- Yammer, Office 365 Groups

6. Managing Microsoft Dynamics 365 Apps

- Introduction to My Apps
- App Management
- Getting more apps from AppSource
- Overview of PowerApps

7. Microsoft Dynamics 365 integration with Microsoft

- Overview of CRM for Outlook
- Configure CRM for Outlook
- Field Synchronization Management
- CRM App for Outlook

8. Configure and Manage Mobile Devices

- Mobile Device Apps
- Exploring Mobile Only Configuration