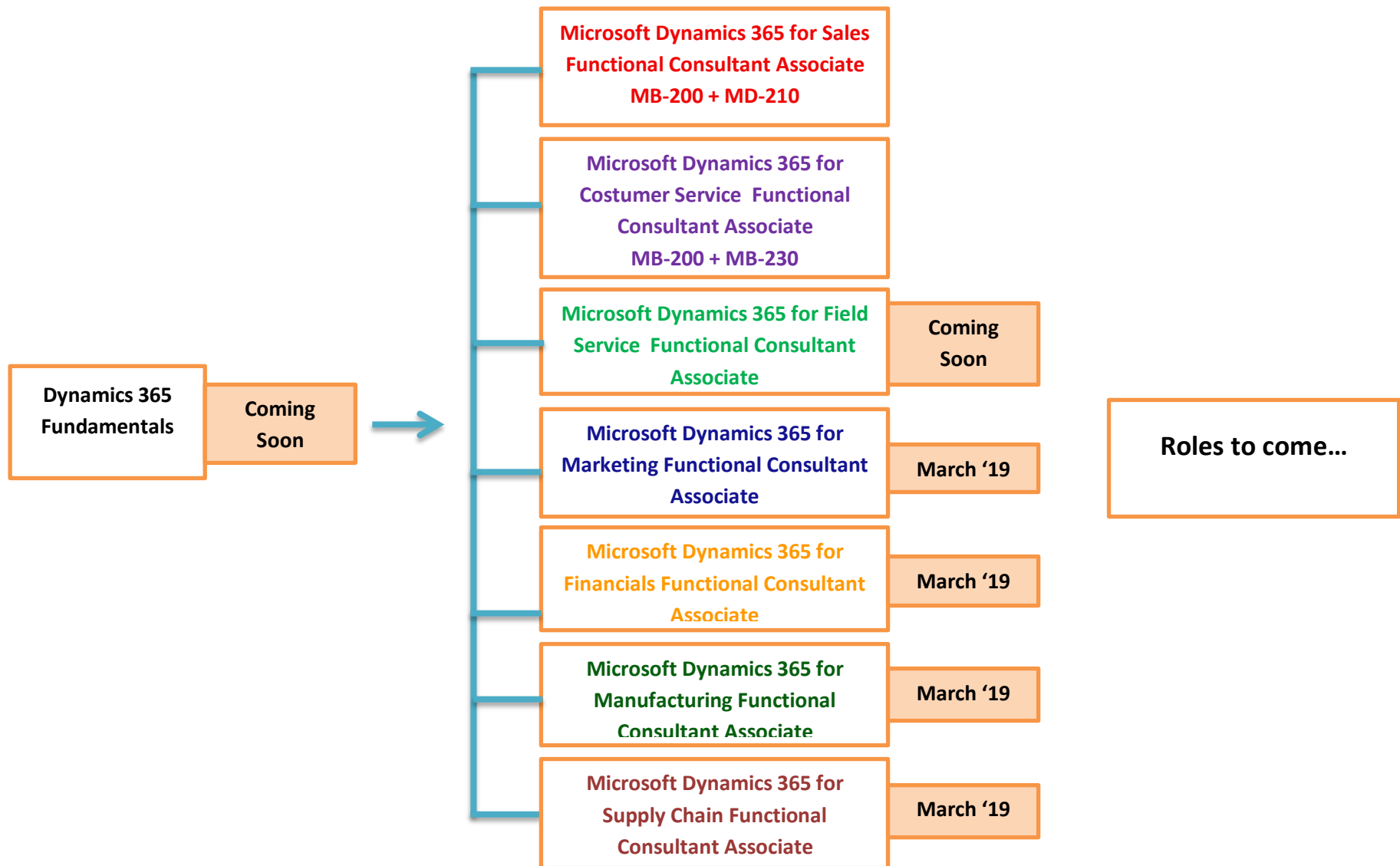


Microsoft Dynamics 365 Roadmap

Fundamentals

Associate

Expert



Meer informatie over onze Microsoft Dynamics 365 trainingen? Kijk op www.dutchtrain.nl

VERDER N!KS NODIG

Microsoft Dynamics 365 Roadmap



Skills & Knowledge Microsoft Dynamics 365 for Sales Functional Consultant Associate:

- Perform discovery, planning, and analysis
- Manage user experience design
- Manage entities and data
- Implement security

- Implement integration
- Perform solutions deployment and testing
- Perform configuration
- Manage core sales entities
- Manage sales entities



Skills & Knowledge Microsoft Dynamics 365 for Customer Service Functional Consultant Associate:

- Perform discovery, planning, and analysis
- Manage user experience design
- Manage entities and data
- Implement security solutions

- Implement integration
- Perform solutions deployment and testing
- Perform configuration
- Manage cases and the knowledge base
- Manage queues, entitlements, and SLAs
- Configure voice of the customer