

MB-910 MICROSOFT DYNAMICS 365 FUNDAMENTALS (CRM)

COURSE CODE: TGS-2025052458



Dynamics 365

This course provides a solid foundation in Microsoft Dynamics 365 CRM, focusing on customer engagement and business optimization. Participants will learn to navigate core apps, integrate tools like Excel, Teams, and Outlook, and leverage dashboards and reports to improve outcomes. The course also covers customer insights, sales management, field service, and customer service to refine CRM strategies, strengthen collaboration, and align with organizational goals.

Mode of Training



Classroom



3 Days (9:00 AM - 6:00 PM)

FEE & FUNDING

Topic 1: Foundations of Dynamics 365 Apps

- CRM concepts and business value
- Power Platform and Dataverse integration
- Navigation and key use cases

Topic 2: Shared Activities & Integrations

- Manage customers and activities
- Reporting with charts, dashboards, and views
- Integration with Excel, Teams, and Outlook

Topic 3: Customer Insights

- Customer journeys, targeting, and lead generation
- Email marketing, forms, and event management
- Data insights and Customer Voice applications

Topic 4: Dynamics 365 Sales

- Sales lifecycle, leads, and opportunity management
- Sales pipeline, forecasting, and order processing
- Sales Insights, LinkedIn Navigator, and Sales Copilot

Topic 5: Dynamics 365 Customer Service

- Service lifecycle, SLAs, and case management
- Omnichannel support and reporting options
- Knowledge management and Customer Voice integration

Topic 6: Dynamics 365 Field Service

- Work order lifecycle and inspections
- Resource scheduling and asset management
- Mobile app and Connected Field Service

Employer Sponsored SG Citizen & SPR

Full fee: \$1,850 (No GST)

- Nett Fee Payable: \$555 per pax
- Absentee payroll funding & SFEC eligible

Self- Sponsored SG Citizen > 40 yrs

Full fee: \$1,850 (No GST)

- Nett Fee Payable: \$555 per pax
- SFC eligible

Self- Sponsored SG Citizen < 40 yrs & SPR

Full fee: \$1,850 (No GST)

- Nett Fee Payable: \$925 per pax
- SFC eligible

