Training: Microsoft

AB-210T00: Accelerate sales pipelines with AI in Dynamics 365

TRAINING GOALS:

This course teaches learners how to design, configure, and govern AI-enhanced sales solutions using Dynamics 365 Sales, Microsoft Copilot, and AI agent capabilities to support sellers across the lead-to-cash process.

Audience Profile:
This course is designed for professionals who want to learn how to build AI-enhanced sales solutions using Dynamics 365 Sales, Microsoft Copilot, and AI agents.

CONSPECT:

- Configure Dynamics 365 Sales for AI-powered selling
  - Module 1: Transform customer experiences with AI in Dynamics 365 apps
  - Module 2: Discover Dynamics 365 Sales as an AI-powered sales solution
  - Module 3: Set up and configure Dynamics 365 Sales
- Generate and qualify leads using AI in Dynamics 365 Sales
  - Module 1: Nurture and generate leads in Dynamics 365 Sales
  - Module 2: Qualify leads using the Sales Qualification Agent in Dynamics 365 Sales
  - Module 3: Engage with customers through text messages in Dynamics 365 Sales
- Win deals with AI-powered sales execution in Dynamics 365 Sales
  - Module 1: Set up the product catalog in Dynamics 365 Sales
  - Module 2: Manage opportunities and process sales orders in Dynamics 365 Sales
  - Module 3: Close deals using AI agents in Dynamics 365 Sales
  - Module 4: Analyze sales performance using AI, forecasting, and dashboards in Dynamics 365 Sales
- Extend Dynamics 365 Sales with AI and Power Platform tools
  - Module 1: Get started with the Dynamics 365 Sales mobile app
  - Module 2: Use Microsoft 365 services with model-driven apps and Microsoft Dataverse
  - Module 3: Extend Dynamics 365 apps with Power Platform and Copilot Studio

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REQUIREMENTS:

No prerequisites specified at the course level. Individual learning paths suggest:

- Basic understanding of CRM systems
- Familiarity with sales processes
- Basic understanding of Dynamics 365 Sales
- Familiarity with Microsoft Power Platform

Difficulty level

CERTIFICATE:

The participants will obtain certificates signed by Microsoft (course completion).

This course will help prepare you for the **Microsoft Certified: Dynamics 365 Sales AI Consultant Associate** certification, which is available through the Pearson VUE test centers.

TRAINER:

Microsoft Certified Trainer (MCT)

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