Training: Microsoft

AB-6003: Introduction to sales in Dynamics 365

Microsoft Partner

TRAINING GOALS:

This course will teach you how to enhance and automate business processes using customer engagement apps for Dynamics 365, while incorporating native interconnectivity with Microsoft 365. You will also learn to unify profiles, tailor personalized customer journeys with AI-assisted Dynamics 365 Customer Insights, and improve selling efficiency through AI-driven Sales features.

Audience Profile:
This course is designed for professionals who aim to enhance and automate business processes using Dynamics 365 customer engagement apps, while leveraging native interconnectivity with Microsoft 365.

CONSPECT:

- Introduction to sales in Dynamics 365
  - Module 1: Describe the foundations of Dynamics 365 customer engagement apps
  - Module 2: Explore lead generation in Dynamics 365
  - Module 3: Explore lead qualification in Dynamics 365
  - Module 4: Identify customer needs and explore relationships in Dynamics 365
  - Module 5: Explore how to negotiate deal terms and address objections in Dynamics 365 Sales
  - Module 6: Describe how to close customer deals in Dynamics 365
  - Module 7: Describe sales account management in Dynamics 365
  - Module 8: Explore forecasting, pipeline management, and analytics in Dynamics 365 Sales
  - Module 9: Describe shared capabilities in Dynamics 365 customer engagement apps

Difficulty level

Compendium Centrum Edukacyjne Spółka z o.o.
ul. Tatarska 5, 30-103 Kraków, tel.: (12) 298 47 77
ul. Postępu 18B, 02-676 Warszawa, tel.: (22) 417 41 70
BNP Paribas Bank Polska S.A.
EUR: PL 79 1600 1462 1853 6451 3000 0006
USD: PL 52 1600 1462 1853 6451 3000 0007

CERTIFICATE:

The participants will obtain certificates signed by Microsoft (course completion). This course is not directly mapped to a Microsoft certification exam.

TRAINER:

Microsoft Certified Trainer (MCT)

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