

**MB-280T01: Configure Dynamics 365 customer experience model-driven apps**

Course Code: MB-280T01

Duration: 1 day

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

**OVERVIEW**

With model-driven apps, organizations can customize their user experiences with little to no code and create powerful applications that empower their users and increase productivity. This course is designed to help students learn the skills necessary to configure the Dynamics 365 customer experience model-driven apps, which include Dynamics 365 Sales and Dynamics 365 Customer Insights.

In this course, students will learn how to create tables and columns, work with Microsoft Dataverse, and configure the user experience inside a model-driven application. This course is part of a four-course series (MB-280T01-T04) aligning to the MB-280 certification exam.

**SKILLS COVERED**

- Get started using Dataverse
- Create relationships, business rules, calculations, and rollups in Dataverse
- Customize the command bar in Power Apps
- Visualize, import, and export Microsoft Dataverse data

**WHO SHOULD ATTEND?**

This course is designed for IT or marketing professionals who want to learn how to leverage model-driven applications, Dynamics 365 Sales, Dynamics 365 Customer Insights, and Microsoft 365 Copilot for Sales for their organizations.

Students should be familiar with Microsoft Power Apps and basic data modeling principles.

Students should be familiar with the Dynamics 365 customer experience suite, including Dynamics 365 Sales and Dynamics 365 Customer Insights.

**PREREQUISITES**

There are no prerequisites required to attend this course.

**MODULES****Module 1: Get started using Dataverse**

Do you want to learn how to build solutions that can use a standardized data structure and work with other solutions sharing the same data model? Do you want to extend the standard model to support custom solutions? This learning path explains the concepts behind and benefits of Dataverse. Creating an environment, entities, fields and options sets are also discussed in this learning path.

**Prerequisites**

Many of the capabilities and exercises in this learning path require you to be a member of the Administrator Role in an environment, and you must have a valid Power Apps license. If you aren't added to the Administrator Role or don't have Power Apps license assigned to you, you should create a personal environment by accessing the Community Power Apps plan and setting up a personal environment by following the directions referenced in the summary section of the first module. The Community plan lets you use one environment (your Developer environment), create an instance of Dataverse and access all capabilities of a Power Apps license.

## **Module 2: Create relationships, business rules, calculations, and rollups in Dataverse**

Do you need to create data relationships, business rules, calculations, and rollups in Dataverse? These modules help you use Dataverse to build powerful business solutions to transform your operations, processes, and your entire organization. The learning path Get started with Dataverse introduces you to Dataverse and many of the key concepts which include environment, entities, fields, and options sets. This learning path continues and expands the exploration of Dataverse with an overview how to form relationships between entities, how to build business rules to perform logic based upon your organization's needs, and how to add calculations and rollup fields.

### **Prerequisites**

- Basic understanding of the topics covered in the Get started with Dataverse learning path. Many of the capabilities and exercises within this learning path require you to be a member of the Administrator Role in an environment and you must have a valid Power Apps license. If you have not been added to the Administrator Role or do not have Power Apps license assigned to you, you should create a personal environment by accessing the Community Power Apps plan and setting up a personal environment by following the directions referenced in the summary section of the first module. The Community plan lets you use one environment (your Developer environment), create an instance of Dataverse and access all capabilities of a Power Apps license. Restrictions – The Community Power Apps plan lets you try out aspects of Power Apps and Dataverse but you can't use it for production solutions and you cannot

publish and share any Power Apps you create in this environment.

## **Module 3: Customize the command bar in Power Apps**

Power Apps model-driven apps implement a consistent user experience. A key component of that experience is how users are presented and can interact with available commands. As part of designing the model-driven app, a maker can customize the bars to add commands, hide commands and modify their behavior. This learning path introduces you to how to customize the command bar. We also cover common scenarios and advanced concepts.

### **Prerequisites**

- None

## **Module 4: Visualize, import, and export Microsoft Dataverse data**

This learning path will show you how to use various Dataverse views, explore how Power Query can load data into Dataverse tables, and how to use Dataverse with third-party tools.

### **Prerequisites**

- Power Apps license
- Access to Dataverse

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