

MB-280T02: Empower sellers with Dynamics 365 Sales

Course Code: MB-280T02

Duration: 2 days

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

OVERVIEW

Dynamics 365 Sales helps accelerate sales teams' efforts with relationship-building tools and AI-driven insights. In this course, students will learn how to configure and leverage Dynamics 365 Sales to set sales teams up for success. First, students will set up and configure lead and opportunity management strategies. Then students will organize their product catalog and process sales orders. Finally, students will leverage relationship selling features, the Sales accelerator, and Sales Insights.

In this course students will also learn how to set up and deploy Microsoft Copilot for Sales, a productivity tool to help sellers inside and outside Dynamics 365 Sales. This course is part of a four-course series (MB-280T01-T04) aligning to the MB-280 certification exam

SKILLS COVERED

- Work with Dynamics 365 Sales
- Set up and use the sales accelerator capabilities in Dynamics 365 Sales
- Implement goal management in Dynamics 365 Sales and Customer Service
- Enhance Dynamics 365 Sales with tools and apps

WHO SHOULD ATTEND?

This course is designed for IT or sales professionals who want to learn how to leverage

Dynamics 365 Sales and Microsoft Copilot for Sales for their organizations. Students should have knowledge in basic sales principles.

Students should be familiar with the Dynamics 365 customer experience suite, including Dynamics 365 Sales and Dynamics 365 Customer Insights. They should also have basic model-driven application configuration experience.

PREREQUISITES

There are no prerequisites required to attend this course.

MODULES**Module 1: Work with Dynamics 365 Sales**

Generate leads, create opportunities, and utilize embedded intelligence with Microsoft Dynamics 365 Sales. This learning path covers the key elements of the Sales app.

This learning path helps prepare you for [Exam MB-210: Microsoft Dynamics 365 Sales Functional Consultant](#).

Prerequisites

A basic understanding of how to navigate the Dynamics 365 application. Familiarity with creating and managing lead and opportunities, as well as the Dynamics 365 product catalog is also helpful.

Module 2: Set up and use the sales accelerator capabilities in Dynamics 365 Sales

Learn how to set up and configure Dynamics 365 Sales to use sales accelerator features. Use the Sales accelerator so sellers can sell build a sales pipeline, using automated recommendations throughout a sales sequence that helps accelerate the sales process.

Prerequisites

- A basic understanding of how to navigate and use the Dynamics 365 application

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Module 3: Implement goal management in Dynamics 365 Sales and Customer Service

Apply goal management to track your individual, parent, and child goals. Analyze the results of your goal management to make better business decisions.

This learning path helps prepare you for [Exam MB-210: Microsoft Dynamics 365 Sales Functional Consultant](#).

Prerequisites

- Basic understanding of how to navigate the Dynamics 365 application
- Working knowledge of the core records available

Module 4: Enhance Dynamics 365 Sales with tools and apps

Tools like Microsoft 365 apps and the Dynamics 365 Sales mobile app empower your salespeople to use Dynamics 365 Sales to its fullest potential. This learning path covers the additional tools and applications that allow your sales team to create cohesive customer experiences, even on the go.

This learning path helps prepare you for [Exam MB-210: Microsoft Dynamics 365 Sales Functional Consultant](#).

Prerequisites

- A basic understanding of how to navigate the Dynamics 365 application.