



## MB-210: Microsoft Dynamics 365 Sales

Microsoft - Business Applications

Live Training ( também disponível em presencial )

- **Localidade:** Lisboa
  - **Data:** 10 Oct 2022
  - **Preço:** 560 € ( Os valores apresentados não incluem IVA. Oferta de IVA a particulares e estudantes. )
  - **Horário:** Laboral das das 9h00 às 17h00
  - **Nível:**
  - **Duração:** 7h
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### Sobre o curso

Microsoft Dynamics 365 Sales is an end-to-end application to manage the handling of customers and potential customers.

Using Dynamics 365 Sales, organizations can track data against sales goals, automate best practices, learn from data, and more. Join our team of globally recognized experts as they take you step by step from lead to opportunity to closed deal. Using the application's available automation and customization options you will learn how to enable sales staff to be their most productive selves.

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### Destinatários

A Dynamics 365 Functional Consultant is responsible for performing discovery, capturing requirements, engaging subject matter experts and stakeholders, translating requirements, and configuring the solution and applications. The Functional Consultant implements a solution using out of the box capabilities, codeless extensibility, application and service integrations.

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### Objetivos

You will learn to:

- Install and configure the application

- Identify common sales scenarios
  - Complete a sales cycle
  - Configure product catalog
  - Manage customer records
  - Utilize analytics tools with customer data
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## Pré-requisitos

Familiarity of business applications and the desire to customize and implement them for your business.

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## Programa

- Configure Dynamics 365 Sales
- Manage leads and opportunities with Dynamics 365 Sales
- Manage orders and the product catalog with Dynamics 365 Sales
- Manage goals with Dynamics 365 Sales
- Analyze Dynamics 365 Sales data
- Work with Dynamics 365 Sales Insights
- Create surveys with Dynamics 365 Customer Voice

### **Configure Dynamics 365 Sales**

In this module, we will learn about configuring the sales application to fit an organization's unique requirements.

#### Lessons

- Configure organization and management settings

Lab : Lab 1.1: Validate lab environment

### **Manage leads and opportunities with Dynamics 365 Sales**

In this module, you will learn how to manage customer data records, use built-in sales tools, and take a lead through the lead lifecycle.

#### Lessons

- Manage leads with Dynamics 365 Sales
- Manage opportunities with Dynamics 365 Sales

## **Manage orders and the product catalog with Dynamics 365 Sales**

In this module, we will learn how to use quotes and orders to further use Dynamics 365 Sales to manage your sales opportunities and turn them into closed deals.

### **Lessons**

- Manage and organize your product catalog with Dynamics 365 Sales
- Process sales orders with Dynamics 365 Sales

## **Manage goals with Dynamics 365 Sales**

In this module, we will learn how to manage goals to track the success of your sales organization and gather key metrics about sales performance.

### **Lessons**

- Define and track individual goals with Dynamics 365 Sales
- Use goal metrics in Dynamics 365 Sales

## **Analyze Dynamics 365 Sales data**

In this module, we will review analytical options, describe search tools, and use Power BI to view and analyze sales data.

### **Lessons**

- Analyze data in Dynamics 365 Sales
- Analyze data with Power BI

## **Work with Dynamics 365 Sales Insights**

In this module, you will learn about the free and premium features of Dynamics 365 Sales Insights, and how it can empower salespeople to form closer relationships with their customers and close sales faster.

### **Lessons**

- Configure Sales Insights

## **Create surveys with Dynamics 365 Customer Voice**

In this module, students will learn about Dynamics 365 Customer Voice, a powerful tool for gathering and analyzing customer sentiment.

## Lessons

- Create a survey project with Dynamics 365 Customer Voice
- Create surveys with Dynamics 365 Customer Voice
- Send Dynamics 365 Customer Voice surveys