



Course 816713 • Microsoft Dynamics 365 Administration and Deployment Workshop (CRM)

Length

- 1 day

Prerequisites

- Basic computer entry skills, such as Microsoft Word

Audience

- Individuals who administer and maintain Dynamics 365 (CRM)
- Power Users of Dynamics software

What You'll Learn

- Manage Dynamics 365 Subscriptions
- Manage Dynamics 365 Instances
- Managing Dynamics 365 Updates
- Integration with other Microsoft Online Business Solutions
- Managing Dynamics 365 Apps
- Dynamics 365 integration with Microsoft Outlook
- Configure and Manage Mobile Devices
- Dynamics 365 customer engagement Online Deployment Exam MB2-715

This one-day instructor-led workshop provides students who administer and maintain Dynamics CRM Plan 1 or Customer Engagement versions with the knowledge and skills to deploy and manage the Dynamics 365 (CRM) infrastructure.

Additionally, it will be helpful to individuals who develop applications and extend Dynamics 365 (CRM).

Workshop Outline

Module 1: Getting Started with Microsoft Dynamics 365

- Office 365 Tenant
- Dynamics 365 Online Customer Engagement

Module 2: Manage Microsoft Dynamics 365 Subscriptions

- Sign-up for a subscription
- Manage users
- User account synchronization
- Microsoft Online services administrative roles

Module 3: Manage Microsoft Dynamics 365 Instances

- Overview of instances
- Administer instances
- Tenant considerations
- Manage storage
- Manage administrative email notifications

Module 4: Managing Microsoft Dynamics 365 Upgrades

- Dynamics 365 Update Policy
- Approve Updates to Dynamics 365

Module 5: Integration with Other Microsoft Online Business Solutions

- Microsoft Exchange
- Microsoft SharePoint
- Microsoft OneDrive
- Microsoft OneNote
- Microsoft Social Engagement
- Skype for Business, Yammer, Office 365 Groups, Delve

Module 6: Managing Microsoft Dynamics 365 Apps

- Introduction to App Modules
- App Designer
- Site Map Designer
- Getting more apps from AppSource
- Overview of PowerApps

Module 7: Microsoft Dynamics 365 integration with Microsoft Outlook

- Overview of Microsoft Dynamics 365 for Outlook
- Configure Microsoft Dynamics 365 for Outlook
- Synchronized fields
- Leverage Dynamics 365 App for Outlook

Module 8: Configure and Manage Mobile Devices

- Apps for mobile devices
- Configure entities for mobile

Module 9: Review

- Manage Microsoft Dynamics 365 Subscriptions
- Manage Microsoft Dynamics 365 Instances
- Managing Microsoft Dynamics 365 Updates
- Integration with other Microsoft Online Business Solutions
- Managing Microsoft Dynamics 365 Apps
- Microsoft Dynamics 365 integration with Microsoft Outlook
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