



Course Overview

Customer Insights Advanced Training





Agenda

Session	Time
00 - Course Overview	0:15
01 - Microsoft 'Insights' Products	0:15
02 - Customer Insights Overview	0:30
03 - Creating a Customer Insights Instance + Labs	5:00
03 -Creating a Customer Insights Instance + Labs	2:00
04 - Unlocking the Value of Customer Insights + Labs	3:15
05 Customer Insights Extensibility + Labs	1:15
Update on April 2020 release	0:30
Review the Partner Deployment Kit	0:60

Course Overview – Day 1

Session	Time
00 - Course Overview	0:15
01 - Microsoft 'Insights' Products	0:15
02 - Customer Insights Overview	0:30
03 - Creating a Customer Insights Instance	0:30
Lab 0 - Infrastructure Provisioning	0:30
Lab 1 - Data Ingestion and Unification	0:60
Lab 2 - Relationships and Measures	0:60
Lab 3 - Segments and Customer Cards	0:60

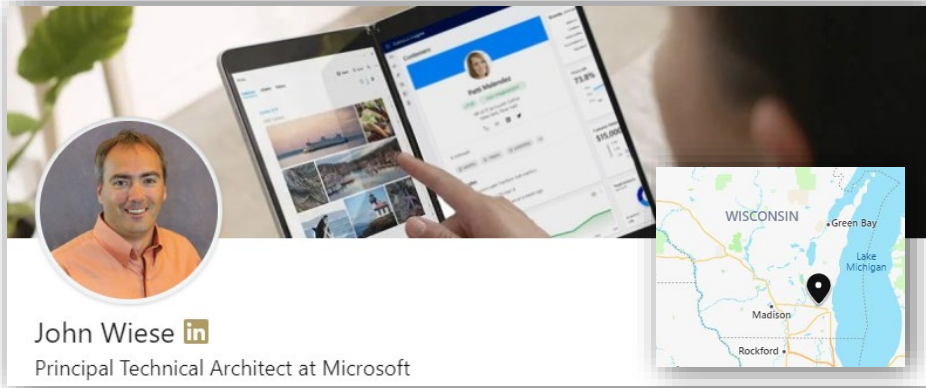
Course Overview – Day 2

Session		Time
03 -Creating a Customer Insights Instance		0:30
	Lab 4 - Activities and Enrichment	0:30
	Lab 5 - Intelligence	0:45
04 - Unlocking the Value of Customer Insights		0:30
	Lab 6 - Dynamics 365 Model Driven Apps and Marketing	0:60
	Lab 7 - Power BI	0:30
	Lab 8 - Power Automate	0:30
	Lab 9 - Power Apps	0:45


Course Overview – Day 3

Session	Time
05 Customer Insights Extensibility	0:15
Lab 10 - API Extensibility	0:60
Update on April 2020 release	0:30
Review the Partner Deployment Kit	0:60

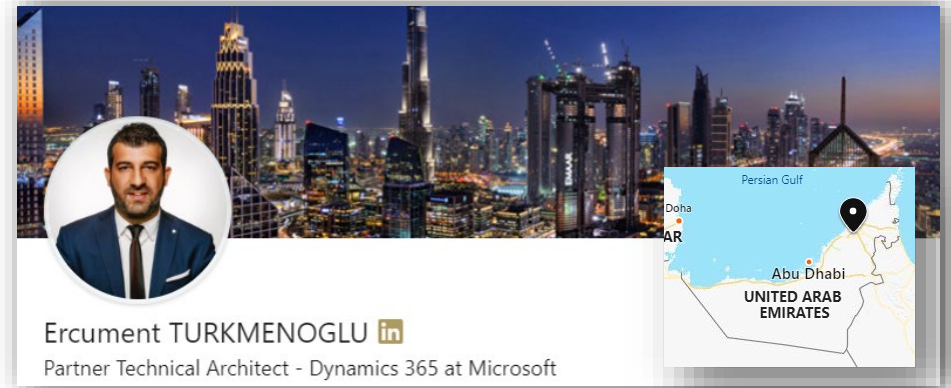
Trainer(s)



A LinkedIn profile card for John Wiese. The header image shows a person's hands holding a tablet displaying a LinkedIn profile. The profile picture is a circular portrait of a man with short brown hair wearing an orange shirt. The text below the profile picture reads "John Wiese" with a LinkedIn icon and "Principal Technical Architect at Microsoft". To the right of the profile picture is a map of Wisconsin with a location pin near Green Bay and Lake Michigan.

John Wiese 
Principal Technical Architect at Microsoft

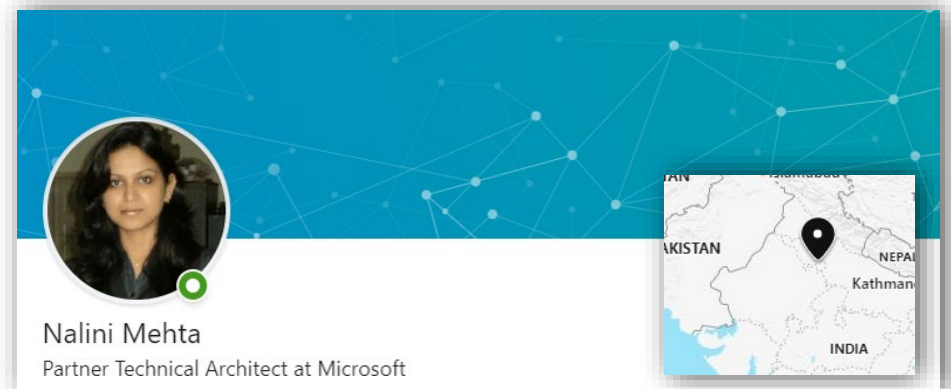
<https://www.linkedin.com/in/john-wiese/>




A LinkedIn profile card for Ercument TURKMENOGLU. The header image shows a night view of a city skyline with illuminated skyscrapers. The profile picture is a circular portrait of a man with short dark hair and a beard, wearing a dark suit and tie. The text below the profile picture reads "Ercument TURKMENOGLU" with a LinkedIn icon and "Partner Technical Architect - Dynamics 365 at Microsoft". To the right of the profile picture is a map of the United Arab Emirates with a location pin near Abu Dhabi.

Ercument TURKMENOGLU 
Partner Technical Architect - Dynamics 365 at Microsoft

<https://www.linkedin.com/in/eturkmenoglu/>



A LinkedIn profile card for Nalini Mehta. The header image is a blue background with a white network diagram of nodes and lines. The profile picture is a circular portrait of a woman with dark hair. The text below the profile picture reads "Nalini Mehta" with a green verification checkmark and "Partner Technical Architect at Microsoft". To the right of the profile picture is a map of South Asia with a location pin near Kathman.

Nalini Mehta 
Partner Technical Architect at Microsoft

<https://www.linkedin.com/in/nalini-mehta-6760061b/>



Introductions



- Your name*
- Your company*
- Your role*
- Your experiences with Dynamics 365*
- Do you already know CI?*



Logistics

- Restrooms
- Food & Beverages
- Breaks



Key Resources

- Customer Insights Landing Page - <https://aka.ms/D365CI>
- Customer Insights Trial - <https://aka.ms/TryCI>
- Customer Insights YouTube Channel: <https://aka.ms/CITV>
- Partner Page - <https://aka.ms/CIADPartner>
 - All workshop content can be found here

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