

Microsoft Dynamics 365 CE (CRM) Course content

Course type	Topic	Duration (in hours)	Total duration (in hours)
Core	Introduction of Dynamics 365	0.5	2
	Introduction of Dynamics 365 CE (CRM)	0.5	
	Key Modules Overview (Sales, Service, Marketing)	0.5	
	Overview of Customization and Configuration	0.5	
Functional	Dynamics CRM functional overview	1	25
	Sales module flow	2	
	Customer module flow	2	
	Marketing flow	1	
	Dynamics CRM configuration	1	
	Advanced settings	1	
	Dynamics CRM Customization	8	
	Data representation and reporting	2	
	Process automation (BPF, Workflows, and Actions)	5	
	Data management	1	
	Bonus (Overview of new modules - Field Service, Project Service, Retail, Talent)	1	
Technical	Working with JavaScript's	2	20
	Plugin's overview	1	
	Plugin in Action	6	
	Custom workflows	4	
	Advanced Data management	2	
	Common integrations like SharePoint, Exchange, etc	4	
	Bonus (Use of key tools like XRM Toolbox)	1	
Power Platform	Overview of Power platform	1	20
	Power Apps	8	
	Power Automate	4	
	Power BI	6	
	Bonus - Overview of Power virtual agent	1	