Accelerate sales pipelines with AI in Dynamics 365

CODICE	AB-210T00
DURATA	3 gg
PREZZO	1.250,00 €
EXAM	

DESCRIZIONE

This course is designed for professionals who want to learn how to build AI-enhanced sales solutions using Dynamics 365 Sales, Microsoft Copilot, and AI agents. It is ideal for students who want to understand how modern sales teams use AI to manage leads, opportunities, forecasting, and seller productivity. Learners may have a general understanding of sales processes or Dynamics 365 but are looking to develop the skills needed to translate business requirements into practical, AI-powered sales workflows while following governance and responsible AI practices.

** A partire dal 31 luglio 2026 questo corso sostituisce i seguenti corsi:

- MB-280T01 - Configure Dynamics 365 customer experience model-driven apps
- MB-280T02 - Empower sellers with Dynamics 365 Sales
- MB-280T04 - Configure a Dynamics 365 customer experience solution
- Il corso MB-280T03 non verrà sostituito

TARGET

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PREREQUISTI

- Basic understanding of CRM systems
- Familiarity with sales processes

CONTENUTI

Configure Dynamics 365 Sales for AI-powered selling

- Transform customer experiences with AI in Dynamics 365 apps
- Discover Dynamics 365 Sales as an AI-powered sales solution
- Set up and configure Dynamics 365 Sales

Generate and qualify leads using AI in Dynamics 365 Sales

- Nurture and generate leads in Dynamics 365 Sales
- Qualify leads using the Sales Qualification Agent in Dynamics 365 Sales
- Engage with customers through text messages in Dynamics 365 Sales

Win deals with AI-powered sales execution in Dynamics 365 Sales

- Set up the product catalog in Dynamics 365 Sales
- Manage opportunities and process sales orders in Dynamics 365 Sales
- Close deals using AI agents in Dynamics 365 Sales
- Analyze sales performance using AI, forecasting, and dashboards in Dynamics 365 Sales

Extend Dynamics 365 Sales with AI and Power Platform tools

- Get started with the Dynamics 365 Sales mobile app
- Use Microsoft 365 services with model-driven apps and Microsoft Dataverse
- Extend Dynamics 365 apps with Power Platform and Copilot Studio