Dynamics 365 CRM Technical Training

COURSE CONTENT

About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

Dynamics 365 CRM Technical Training by Multisoft Systems offers an immersive learning experience designed to empower professionals with the advanced skills required to effectively implement and manage Microsoft's Dynamics 365 CRM.

Module 1: Manage Solutions

- ✓ Plan for customization
- ✓ Solutions Management
- ✓ Manage customizations

Module 2: Manage security

- ✓ Understand security concepts
- ✓ Manage access
- ✓ Work with field-level security
- ✓ Manage auditing

Module 3: Customize entities

- ✓ Create custom entities
- ✓ Manage custom entities

Module 4: Customize fields

- ✓ Create and maintain fields
- ✓ Configure field properties
- ✓ Manage special fields

Module 5: Manage Relationships

- ✓ Describe entity relationships
- ✓ Manage entity relationships

Module 6: Customize forms

- ✓ Understand form customizations
- ✓ Create and edit forms
- ✓ Manage multiple forms

✓ Manage mobile forms

Module 7: Customize Views

✓ Work with system views

✓ Create and configure custom views

✓ Manage custom views

Module 8: Customize charts and dashboards

✓ Understand chart concepts

✓ Create and configure charts

✓ Reuse charts

✓ Create, configure and manage dashboards

Module 9: Configure business process flows and business rules

✓ Understand business process flow concepts

✓ Create and manage business process flows

✓ Create and manage business rules

Module 10: Implementing Business Processes

✓ Overview of Business Process Flow

✓ Overview of Workflow

✓ Overview of Dialogs

Module 11: Working with data & Customization

✓ Overview of FetchXML

✓ Overview of Odata query

✓ Use FetchXML to fetch data from CRM

✓ Update data in CRM

- ✓ Use Odata query to fetch data from CRM
- ✓ Push data into CRM

Module 12: Plugin and custom workflow development.

- ✓ Steps for creating plugins/workflow.
- ✓ Plugin registration process.
- ✓ Overview of Plug-ins
- ✓ The Event Execution Pipeline
- ✓ Deploying Plugins
- ✓ Debugging Plugins

Module 13: Overview of MSCRM Web Services

- ✓ Discovery Services
- ✓ Organization Services
- ✓ Work Order Creation
- ✓ Service Task Creation

Module 14: Application Event Programming

- ✓ Client-side scripting using Java Script
- ✓ Working with I-Frames
- ✓ Working with Web Resources

Module 15: Ribbon Customization

- ✓ Creating & Hiding Ribbon Elements
- ✓ Enabling & Disabling Ribbon Elements
- ✓ Working with Site Maps

Module 16: Working with XRM tool box

- ✓ Overview

- ✓ How to use plugins
- ✓ How to connect with CRM
- ✓ Use 5 common plugins
- ✓ Update data in CRM
- ✓ Use data query to fetch data from CRM
- ✓ Push data into CRM

Module 17: Email configuration

- ✓ Email server creation
- ✓ Mailbox enable and tests
- ✓ Queue creation
- ✓ Configuration