Microsoft Dynamics 365 Copilot – Business Value & Productivity Gain for Your Organization («DCP01»)

This introduction provides a high-level overview. You will explore the use cases for Copilot in Dynamics 365 Copilot and gain a deeper understanding of the potential for increased productivity in marketing and sales.

Duration: 1 day
Price: 900.–
Course documents: Exclusive training materials from Digicomp and curated content from Microsoft Learn in English

Content

1. Introduction to the tools available in Microsoft Dynamics 365 CRM in conjunction with Copilot, including demos:
   - Dynamics CRM Sales
   - Dynamics CRM Marketing
   - Dynamics CRM Customer Service
   - Dynamics CRM Field Service
   - Dynamics CRM Project Operations
2. Processes and business rules
3. Microsoft Dynamics 365 CRM in connection with Microsoft Dataverse
4. Optional: Quick review of pricing models

Key Learnings

- Overview of Dynamics 365 CRM functionality and how it interacts with Copilot
- The value proposition of Copilot in Dynamics 365: Productivity and efficiency gains for sales and marketing teams
- Connecting Microsoft Dynamics 365 CRM with Microsoft Dataverse

Methodology & didactics

In addition to basic theoretical input and illustrative live demos, the course also gives you the opportunity to test the functionality of Copilot in Dynamics 365 CRM yourself.

Target audience

- Decision Makers
- Sales and Marketing executives
- Business professionals

Any questions?

We are happy to advise you on +41 44 447 21 21 or info@digicomp.ch. You can find detailed information about dates on www.digicomp.ch/courses-microsoft-technology/microsoft-copilot/course-microsoft-dynamics-365-copilot-business-value-productivity-gain-for-your-organization