Microsoft Certified: Dynamics 365 Fundamentals – Skills Measured

NOTE: The bullets that appear below each of the skills measured are intended to illustrate how we are assessing that skill. This list is not definitive or exhaustive.

NOTE: In most cases, exams do NOT cover preview features, and some features will only be added to an exam when they are GA (General Availability).

**Identify Microsoft platform components for Dynamics 365**

**Describe integration capabilities**

- integration across Dynamics 365 apps
- integration across Microsoft products
- integration with third-party apps
- custom integrations in Dynamics 365

**Describe Dynamics 365 cloud security**

- encryption
- authentication
- data ownership
- data center access
- SSO
- Data loss protection (DLP)
- industry standard certifications (GDPR, etc)

**Understand the benefits of role based security**

- app role-based security
- leveraging security roles
- streamlined user experience
- out-of-the-box security roles

**Identify the business value of the Microsoft cloud**

- Azure features used by Dynamics 365
- PaaS
- Life Cycle Services (LCS)
Understand the use of Power Platform in Dynamics 365

- Power Apps
- Power BI
- Power Automate
- AI Builder
- Common Data Service

Understand the benefits of the Common Data Service

- analytics
- extensibility
- interoperability
- consistency

Identify Dynamics 365 reporting capabilities

- built in reporting
- role-based reporting
- extensible reporting

Understand AI and Mixed Reality for Dynamics 365

Leverage AI for data insights

- fraud protection
- virtual agents
- sales insights
- customer insights
- relationship insights
- customer service insights

Leverage mixed reality

- remote assist
- guides
- layouts

Understand model-driven apps

Understand the capabilities of Dynamics 365 Sales

- dynamics 365 sales automation
- pipeline management
• contact management
• customer requests and follow up
• LinkedIn Sales Navigator

**Understand the capabilities of Dynamics 365 Marketing**

• lead generation and qualifications
• customer journey
• surveys
• landing pages
• segmentation
• event management
• dynamics 365 for marketing

**Understand the capabilities of Dynamics 365 Field Service**

• Resource Scheduling Optimization (RSO)
• Connected Field Service
• service resource scheduling
• proactive customer service
• Field Service Mobile

**Understand the capabilities of Dynamics 365 Customer Service**

• account management
• omni channel service
• case life cycle
• knowledge articles

**Understand Finance and Operations apps**

**Understand the capabilities of Dynamics 365 Finance**

• General Ledger
• Accounts Payable
• Accounts Receivable
• project accounting
• budgeting
• global attributes
• end to end business processes
• real time cash flow visibility
• enterprise asset management

**Understand the capabilities of Dynamics 365 Human Resources**
• employee self-service
• personnel management
• benefits management
• employee development

**Understand the capabilities of Dynamics 365 Business Central**

• finance
• supply chain
• project management
• sales and service
• budgeting
• when to use Business Central vs other Dynamics 365 products

**Understand the capabilities of Dynamics 365 Supply Chain Management**

• project accounting
• modernize operations
• procurement and sourcing
• manufacturing
• warehouse management
• master planning
• product information

**Understand the capabilities of Dynamics 365 Commerce**

• retail capability
• Channel Management
• Point of Sale (POS)
• mobile commerce