

# **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