

The journey to Microsoft Certified:

Dynamics 365 Fundamentals (CRM)

Get started at
aka.ms/D365Certs_CEFundamentals



Start here

Decide if this is the right certification for you

Not right for you?

Upskill with recommended training

Reinforce skills with experience

Pass exams

Continue to grow

This certification is a good fit if:

- IT professionals who want to show a general understanding of the applications they work with
- Business stakeholders and others who know Dynamics 365 and who want to validate their skills and experience
- Developers who want to highlight their understanding of business operations and CRM
- Students, recent graduates, and people changing careers who want to leverage Dynamics 365 customer engagement capabilities to move to the next level

OR

- If you previously took Dynamics 365 Fundamentals

[Browse all Dynamics 365 certifications](#)

Skills outline guide



Self-paced online learning

MB-910
[Microsoft Dynamics 365 Fundamentals \(CRM\)](#)

OR



Instructor-led training
Course MB-910T00-A
[Microsoft Dynamics 365 Fundamentals \(CRM\)](#)

Additional resources

- [Documentation](#)

Suggestions for gaining experience

[Sign up for a free trial for one or more of the customer engagement apps and start exploring Dynamics 365 capabilities](#)

Take a practice exam

Pass required exam to earn your certification

MB-910
[Microsoft Certified: Dynamics 365 Fundamentals \(CRM\)](#)



Microsoft Certified:
Dynamics 365 Fundamentals (CRM)

If you're familiar with business operations, customer relationship management (CRM), and are IT savvy—either generally or through work experience—take advantage of this certification to highlight those skills. Validate your broad exposure to the customer engagement capabilities of Dynamics 365 to enhance your career journey.

Explore these learning opportunities next

Other tracks (Fundamentals)

- [Power Platform Fundamentals](#)
- [Dynamics 365 Fundamentals \(ERP\)](#)

Next level up (Associate)

- [Dynamics 365 Sales Functional Consultant](#)
- [Dynamics 365 Marketing Functional Consultant](#)
- [Dynamics 365 Customer Service Functional Consultant](#)
- [Dynamics 365 Field Service Functional Consultant](#)