

The journey to Microsoft Certified: Dynamics 365 Fundamentals (CRM)

Get started at
aka.ms/Dynamics365Certs_Fundamentals



Start here

Decide if this is the right certification for you

This certification is a good fit if:

- Technical 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.
- Students, recent graduates, and people changing careers who want to leverage Dynamics 365 customer engagement capabilities to move to the next level.

OR

- Someone who previously took Dynamics 365 Fundamentals.

Not right for you? [Browse all Microsoft Dynamics 365 certifications](#)

Get trained

Skills outline guides

- > [MB-910](#)

Self-paced training

- > [Microsoft Learn](#)

Instructor-led training

- > [Course MB-910T00: Microsoft Dynamics 365 Fundamentals \(CRM\)](#)

Virtual events

- > [Microsoft Virtual Training Days](#)

Additional resources

[Documentation](#)

Build confidence

Exam preparation

- > [Exam Readiness Zone](#)

Take a practice exam

- > [Microsoft Official Practice Test MB-910](#)

Skills measured:

- Describe the core capabilities of customer engagement apps for Dynamics 365
- Describe Dynamics 365 Sales
- Describe Dynamics 365 Marketing
- Describe Dynamics 365 Customer Service
- Describe Dynamics 365 Field Service

Get recognized

- > Pass [Exam MB-910](#) to earn this certification.



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

If you're familiar with business operations, 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.

Products featured

- Dynamics 365 Sales
- Dynamics 365 Marketing
- Dynamics 365 Customer Service
- Dynamics 365 Field Service

Continue to grow

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](#)