

4 Days

## 80729/Mb2-712: CRM 2016 Customization and Configuration

In this Microsoft Dynamics CRM 2016 Customization and configuration course you'll learn how to customize the Dynamics CRM 2016 system to meet the specific needs of your business.

You'll start by learning to configure the Dynamics CRM 2016's settings to help manage your business processes more effectively. You'll move on to managing and customizing entity relationships and field configuration. Plus, you'll learn to manage business rules, workflows and business process flows. These skills will help you tailor Dynamics CRM 2016 to perform company and team specific actions.

## Course Details

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### Course Outline

1. Configure Microsoft Dynamics CRM
  1. Configure Dynamics CRM settings
  2. Manage Dynamics CRM security
2. Manage and implement Microsoft Dynamics CRM entities, entity relationships, and fields
  1. Manage Dynamics CRM entities
  2. Configure field customisations
  3. Implement entity relationships
3. Create and manage Microsoft Dynamics CRM solutions, forms, views, and visualisations
  1. Create and manage Dynamics CRM solutions
  2. Customise Dynamics CRM forms
  3. Implement Dynamics CRM views and visualisations
4. Implement business rules, workflows, and business process flows
  1. Implement and manage business rules
  2. Implement and manage workflows, dialogs, and custom actions
  3. Implement and manage business process flows

### Who Should Attend

Individuals wishing to obtain a certification in Microsoft Dynamics CRM 2016 Customization and Configuration should take this exam. The primary audience configures and customises Dynamics CRM by using the tools available in Dynamics CRM. This audience typically includes implementation consultants, technical support technicians and system administrators. Candidates need a working knowledge of Dynamics CRM features and functionality, as well as a working knowledge of development, implementation and data structures.

### Exams

CRM 2016 Customization and Configuration [Mb2-712]

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