



Course Code: TGS-2023040481

WSQ - Microsoft Dynamics 365 Fundamentals (CRM) (MB-910)

Funding Available: WSQ SkillsFuture Credit PSEA UTAP SFEC Absentee Payroll MCES

COURSE INFORMATION

Sessions 2 days	Duration 16 hrs	Level Beginner	Assessment 2 hrs
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VENUE
 12 Woodlands Square #07-85/86/87 Woods Square Tower 1, Singapore 737715. 5 mins walk from Woodlands (NS9) MRT station.
 The venue is disabled-friendly.

WHAT'S THIS COURSE ABOUT

- Topic 1: Foundations of Dynamics 365 customer engagement apps
 - Customer relationship management
 - Microsoft Power Platform and Dynamics 365 customer engagement apps
 - Microsoft Dataverse and Dynamics 365 customer engagement app
 - Use cases for Dynamics 365 customer engagement apps
 - Navigate to and within Dynamics 365 customer engagement apps
- Topic 2: Shared activities and integration options in Dynamics 365 customer engagement apps
 - Customers and activities
 - Exercise: Manage customers and activities
 - Search criteria...

WSQ FUNDING

Full Fee S\$1,000.00 Before GST	GST S\$90.00 9% of fee
Baseline Nett S\$590.00 SG/PR age 21+ · 50% funded · incl. GST	MCES / SME Nett S\$390.00 SG age 40+ · 70% funded · incl. GST

CERTIFICATION

- **Certificate of Completion from Tertiary Infotech** - Upon meeting at least 75% attendance and passing the assessment(s), participants will receive a Certificate of Completion from Tertiary Infotech.
- **OpenCerts from SkillsFuture Singapore** - After passing the assessment(s) and achieving at least 75% attendance, participants will receive an OpenCert (aka Statement of Achievement) from SkillsFuture Singapore, certifying that they have achieved the Competency Standard(s) in the above Skills Framework.

REGISTRATION

<https://www.tertiarycourses.com.sg/wsq-microsoft-dynamics-365-fundamentals-crm-mb-910.html>



SCAN TO REGISTER

SUPPORT

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