



Best in Presentation Mode

Learning About Dynamics 365 and Power Platform

Modern Application Modulation





What's In This PowerPoint

Modulated Applications and Ecosystem to Support

Section 1: Understanding Dynamics



"Boxed" Applications



Section 2: Dynamics 365 + Power Platform

Dynamics 365 CE are Lego Sets that are Assembled from Power Platform(Lego Bricks)

The Power Platform is a set of flexible configurable building components for applications used to configure existing or assemble new applications and automation.

Power Apps: Build business apps; Configurable UI; Forms; Views; Navigation.

Power Automate: Build seamless process automation; Process events based on a trigger (e.g., every day at 8 am, or every time an item is updated).

Microsoft Copilot Studio (Power Virtual Agents): Connect to data from various systems using 1000+ prebuilt or custom connectors.

Power Pages: Digitally transform paper or manual processes.

Power BI: Secure, enterprise-grade, low-code software as a service (SaaS); platform for creating, hosting, and administering modern external-facing business websites.

AI builder: Build bots without using code; Enhance engagement through conversational AI; Resolve routine issues quickly and automate repetitive queries.

Extensibility Foundation

Section 3: What is the Power Platform?

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Power BI: Minimal user input – e.g., approval.

AI builder: Integrate with other services through prebuilt or custom connectors using Power Automate.

Power Pages: Provides rich, customizable templates; a fluid visual experience through the design studio.

Power BI: Provides rich, customizable templates; a fluid visual experience through the design studio.

AI builder: Build sites by using the same shared business data stored in Microsoft Dataverse that you use for building apps, workflows, intelligent virtual agents.

Built From a Known Standard

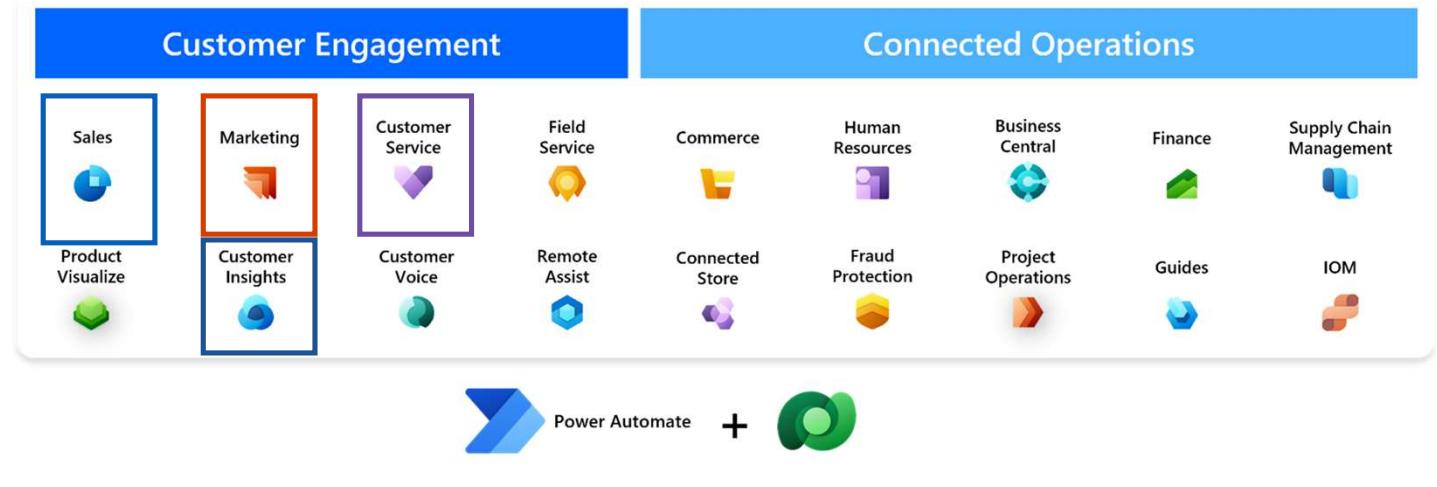
Section 1: What's is Dynamics 365

Modern Application Modulation



What is Dynamics 365?

Dynamics 365 is a brand of pre-package set of purpose-built tools around a common business process area.



Think Legos

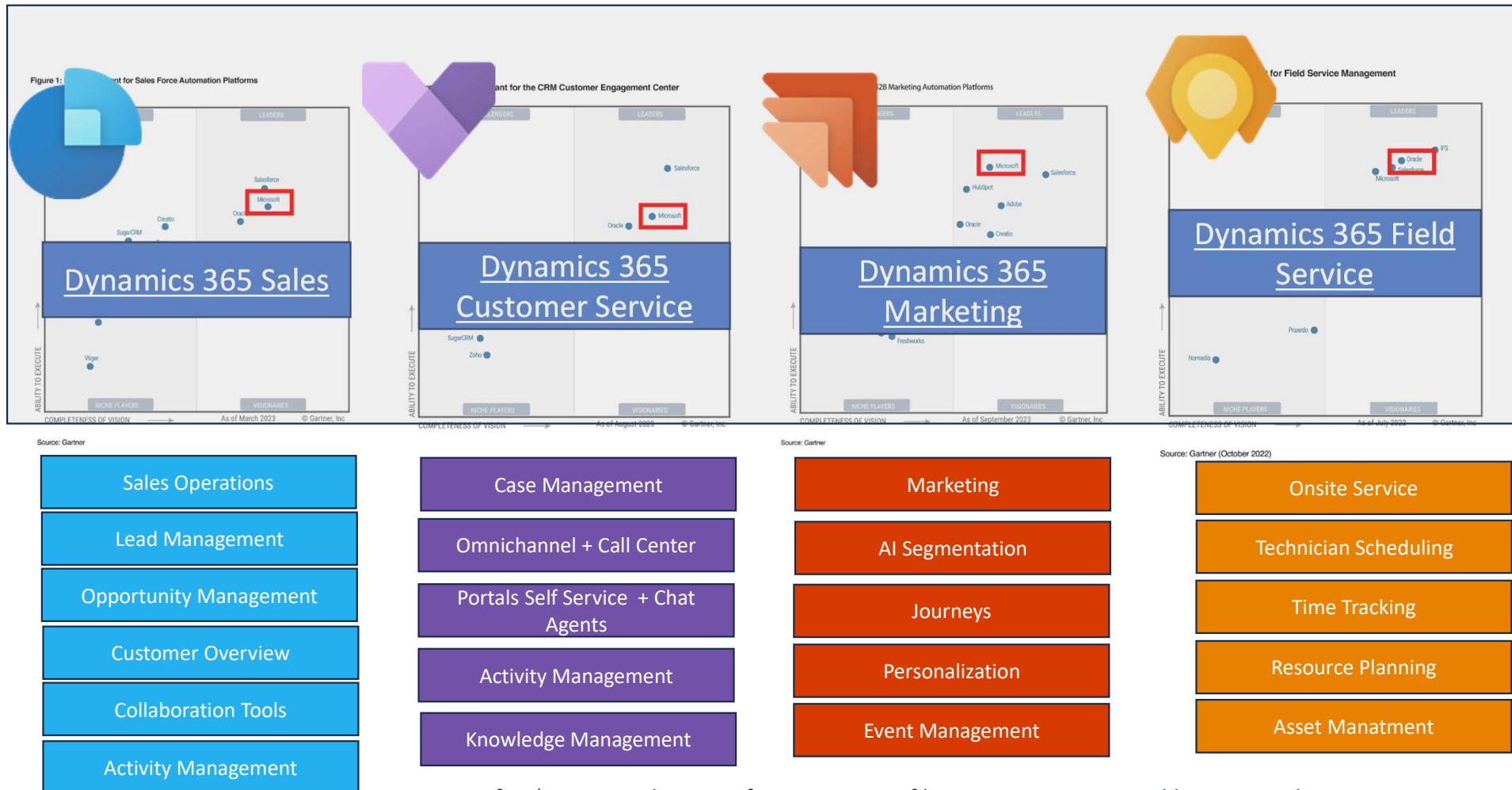


STAR
WARS™



What is Dynamics?

Modulated Applications Highly Configurable and Extendible



Everything Lead and Sales Management

Contact Management	Activity Management	Activity Timelines	Email Validation*	Business Card Scanner	Address Suggestions
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Lead Management	Lead Qualification	Lead to Opportunity Business Process	Lead Assignment Rules	Lead Duplicate Detection	Predictive Lead Scoring
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Opportunity Management	Pipeline Management	Forecast Management	Product Catalogue	Predictive Opportunity Scoring	Quote, Order, Invoice Management
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Dynamics 365 Sales

Sales Accelerator Sales Efficiency	Sequences	Text messaging	Kanban Views Opportunities	Guided Selling	Seller Insights
--	---------------------------	--------------------------------	--	--------------------------------	---------------------------------

Outlook App	Auto Capture Activities	Email Experience	Microsoft Teams Chat	Microsoft Teams Calls	Link Records to Microsoft Teams Channels
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Conversation Intelligence	Dashboards	Excel	Document Management	Export to PDF	Mobile App
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Copilot	Email Engagement	Notes Analysis	Relationship Intelligence	Power Platform Extensibility	Kanban Views
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Everything Sales Efficiency and Intelligence



Dynamics 365 Customer Service

Everything Enterprise Case Management

Case Management	Activity Management	Activity Timelines	Email Validation*	Case Creation Rules	Case Routing Rules	
Case Subjects	Similar Case Suggestions	Parent / Child Cases	Queue Management for Cases	Case Resolutions	Service – Level Agreements	
Scheduling Resources	Holiday Scheduling	Entitlements	Emails and Templates	Knowledgebase	Integrate Knowledge	
Self-Service on Power pages	Portals	Chat	Self-Service Case Management	Self-Service Profile Management	Self-Service Knowledge	Provision any Data From Dataverse

Omnichannel	Inbound / Outbound Calling	SMS	Social Channels	External Microsoft Teams Usage*	Chat	Virtual Agents Copilot Studio	IVR
Agent Productivity Workspace	AI Productivity Tool	Quick Replies	Real-time translations	Conversation Auto Assignment	Agent Scripts	Internal Microsoft Teams	
Unified Routing	Skill Routing	Sentiment Routing*	Effort Reporting*	Work Streams + Classifications	Assignment Methods		
Copilot	Biometric Voice Authentication (Nuance)	Conversational Biometrics (Nuance)	Nuance IVR	Real-Time Insights and Analytics	3rd Party Voice Providers (Genesys)		

Everything Digital Contact Center – Available with 3rd Party Voice



Dynamics 365 Marketing

Customer Insights -Journey

Real-time Journeys

Marketing Channels	Email Campaigns	Email Designer	Copilot Email Creation	Email Engagement	Brand Profiles	Content Blocks and Templates
	Email Languages	Email Previews and Test Send	Email Spam Score	Text Messages	Push Notifications	Custom Channels
	AI Channel Optimization	Trigger Based Journeys	Segment Based Journeys	Journey Goals and A/B Testing	Segments	Customer Insights Segments
	Personalize Journeys	Personalization Triggers	Personalize Content	Personalized Lists	Lead Generation and Management	Lead Scoring Models
	Create Sales Activities	Journey Analytics	Channel Analytics	Track UTM Codes	Forms and Pages	Asset Library

Event Management	Session Level Registration	Agenda Builder	Speaker Engagement	Event Copying	Microsoft Teams Webinar
Invite, Register and House Attendees	Check-in Flow	Sponsorship	Logistics and Accommodation	Event Management Dashboard	
Event Financial Information	Follow-up Emails	Follow-up Surveys		Generate iCalendar Files	

Event Planning and Management



Dynamics 365 Marketing

Customer Insights - Data

Everything Customer Insights - Data

Data Sources	Manage Data Sources	Enrich Data Sources	Real-Time Data Ingestion	Power Query Connectors	Dataverse
Data Unification	Customer Data	Remove Duplicates	Precision and Fuzzy Matching	Matching Rules	
Business Unit Data Separation	Unify Data	Update Unification Settings	Data Enrichment	Enrich Unified Data	Brand and Interests
Demographics with Experian	Enhanced Addresses*	Identity with live Ramp	Customer Profiles	Define Customer Activities	Integrate with D365 Timelines
Consent Management	Web Data for Personalization	Search and Filter Index	Unknown Profiles	Customer Insights Tables	
Table Schema in Common Data Model	Data Relationships	Exports	Create and Management Segments	Segment Builder	Quick Segments
Create Segments based on Predictions	Segment Insights	Find Similar Customers	Create Measures	Manager Measures	Schedule Measures
Create and Manage Predictions	Live time Value	Product Recommendations	Subscription Churn	Transaction Churn	Sentiment in Customer Feedback
					Bring Your Own

Everything Field Service Management

Work Orders	Inspection	Customers	Assets	3D Asset Models	Assets Functional Locations
-----------------------------	----------------------------	---------------------------	------------------------	---------------------------------	---

Bookable Resources	Characteristics	Resource Pay Types	Time off Approvals	Time Entry	Travel Charges
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Outlook Add-in	Microsoft Teams App Manager	Microsoft Teams App Frontline Worker	Universal Scheduling	Schedule Board
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Resource Utilization	Booking Alerts	Scheduling Assistant	Preferred Resources	Multi- Resource	Crews
--------------------------------------	--------------------------------	--------------------------------------	-------------------------------------	---------------------------------	-----------------------

Pools	Facilities	Resource Availability API	Geocoding	Booking Statuses	Booking Rules
-----------------------	----------------------------	---	---------------------------	----------------------------------	-------------------------------

Agreements	Entitlements	Warranties	Insurance	Warehouses	Inventory
----------------------------	------------------------------	----------------------------	---------------------------	----------------------------	---------------------------

Work Order Summary Reporting	Resource and Utilization Report	Field Service Portal	Mobile App	Offline Data	Barcode Scanning
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Push Notifications	Location Tracking	Geofencing	Collaboration on Microsoft Teams	Extending with Power Platform	F&O Sync*
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Dynamics 365
Field Service



Section 2: Understanding Application Modulation and the Data Foundation

Modern Application Modulation

Dynamics 365 CE are Lego Sets that are Assembled from Power Platform(Lego Bricks)



Each App is a Modulated solution built with a mix Microsoft IP and components from the Power Platform.

Each App can be installed separately and on installation plugs into the same data foundation and same automation toolset found in the environment.



The Power Platform

A set of flexible configurable building components for applications used to configure existing or assemble new applications and automation.



Power Apps



Build **business apps:**
Configurable UI
Forms
Views
Navigation

Connect to data from various systems using 1000+ prebuild or custom connectors

Digitally transform paper or manual processes

Users interact with and input data

Power Automate



Build seamless **process automation**

Process events based on a *trigger* (for example, every day at 8 am, or every time an item is updated)

Connect to data from various systems using 1000+ prebuild or custom connectors

Minimal user input – e.g., approval

Microsoft Copilot Studio (Power Virtual Agents)



Build **bots without using code**

Enhance engagement through conversational AI

Resolve routine issues quickly and automate repetitive queries

Integrate with other services through prebuild or custom connectors using Power Automate

Power Pages



Secure, enterprise-grade, low-code software as a service (SaaS) platform for creating, hosting, and administering modern external-facing business websites.

Provides rich, customizable templates, a fluid visual experience through the design studio

Build sites by using the same shared business data stored in Microsoft Dataverse that you use for building apps, workflows, intelligent virtual agents,

Power BI



AI builder



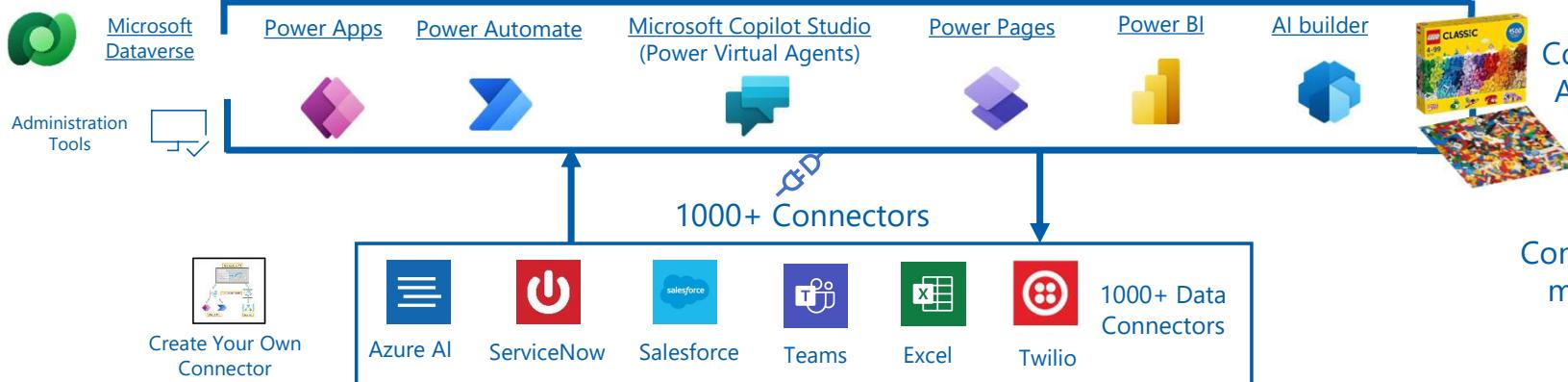
Seen as an Ecosystem Of Modulated Tools



Seamlessly Integrated Known Productivity Tools

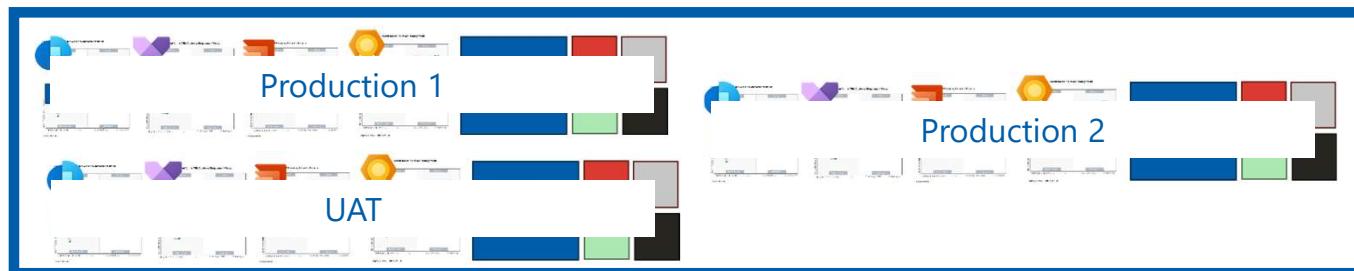


Modulated Applications:
Bought/Built and Packaged



Highly Configurable Lego Components Used to Assemble Applications and Packaging to Transport them.

Connectors that trigger data from multiple sources used in cross platform Automation and Applications



Modulated Applications:
Bought or Built Across
Environments

Built in ALM

Application Lifecycle allows for Packaging of single or multiple components to move between environments



Microsoft
Dataverse

Power Apps

Power Automate

Microsoft Copilot Studio
(Power Virtual Agents)

Power Pages

Power BI

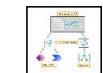
AI builder

Administration
Tools



Highly Configurable Lego
Components Used to
Assemble Applications and
Packaging to Transport them.

1000+ Connectors



Create Your
Own Connector



Azure AI



ServiceNow



Salesforce



Teams



Excel



1000+ Data
Connectors

Connectors that trigger data from
multiple sources used in **cross
platform Automation** and
Applications

A Single Data Foundation For App Building

Dataverse



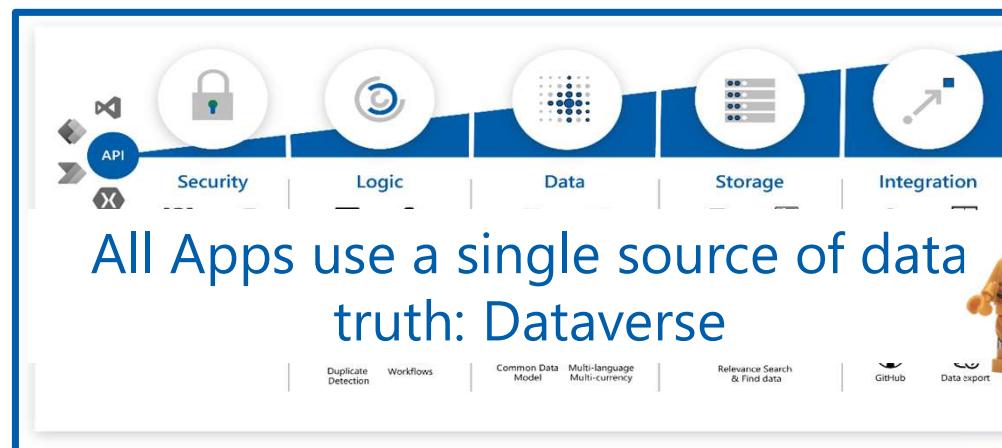
Modulated Applications:
Bought or Built



Highly Configurable Lego Components Used to Assemble Applications and Packaging to Transport them.

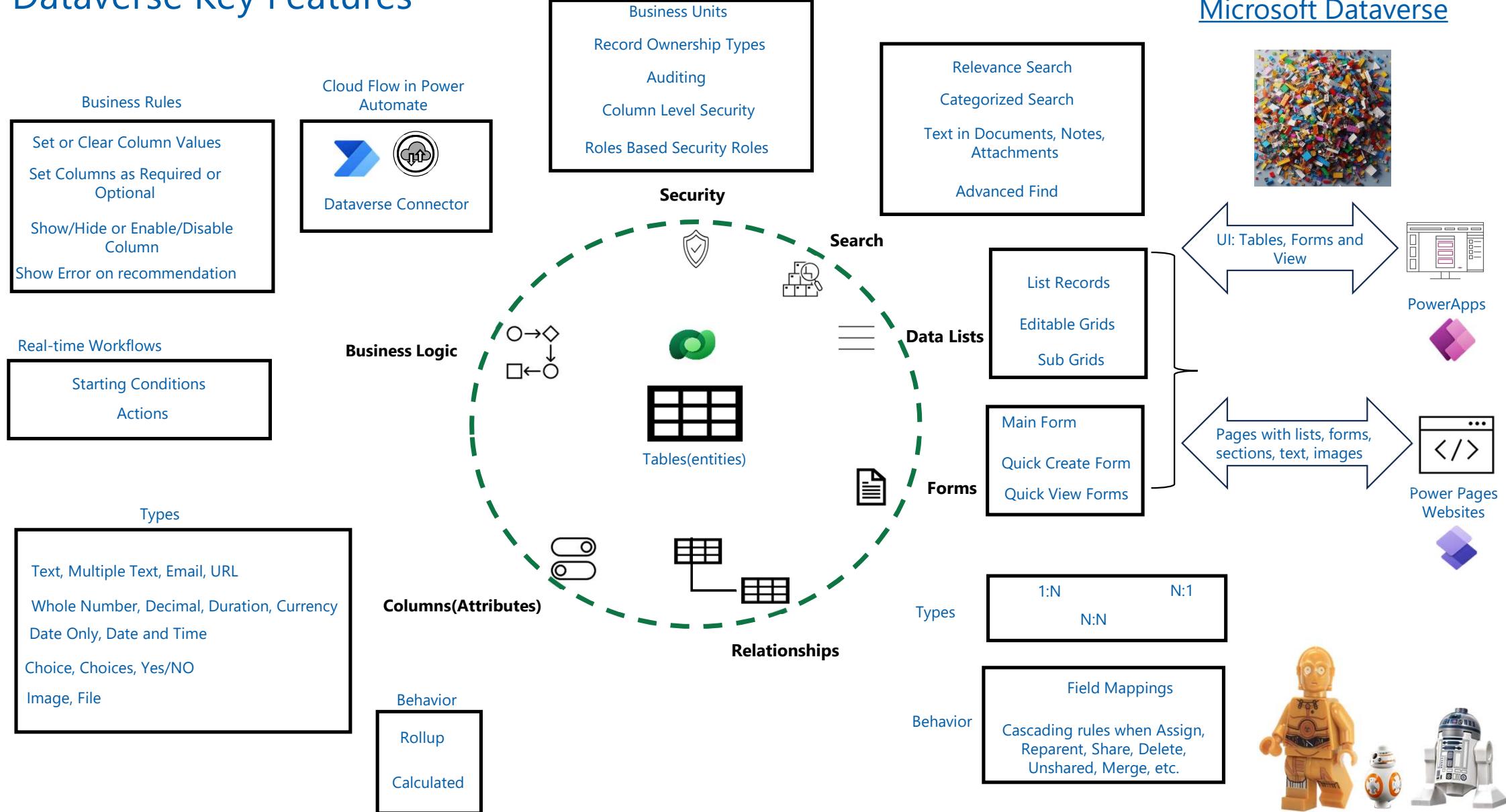


Microsoft
Dataverse

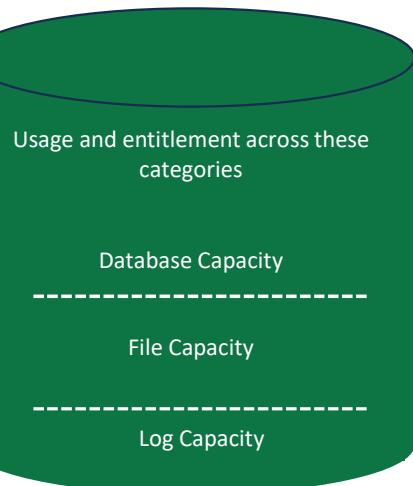
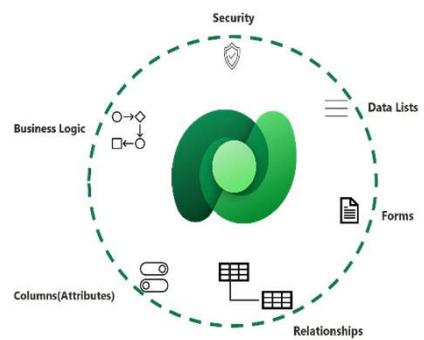


Dataverse **easily structures** a variety of data and **business logic** to support interconnected applications and processes in a secure and compliant manner

DataVerse Key Features



Dataverse Storage Overview and Constraints



Storage amounts is tied
to user licenses



Our Capacity:

Dataverse Database:

Tenant 10Gb
2.786 Sales Premium users x 250 Mb = 696,5 Gb
2.786 Customer Service Attach now Capacity included

Total: 706,5 Gb

File:

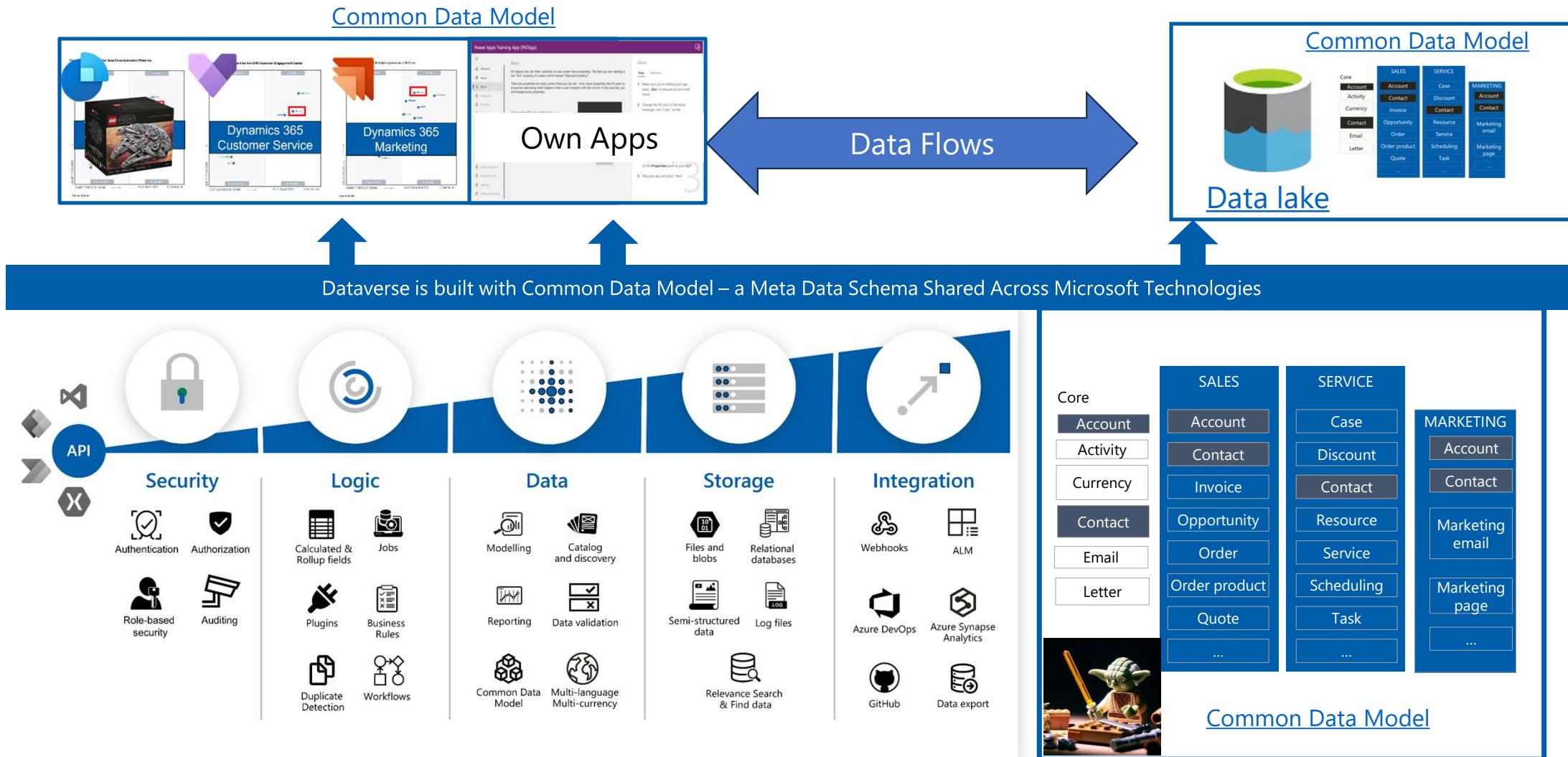
Tenant 20Gb
2.786 Sales premium users x 2 Gb = 5.572 Gb
Total: 5592 Gb or **5.6 Tb**

Log:

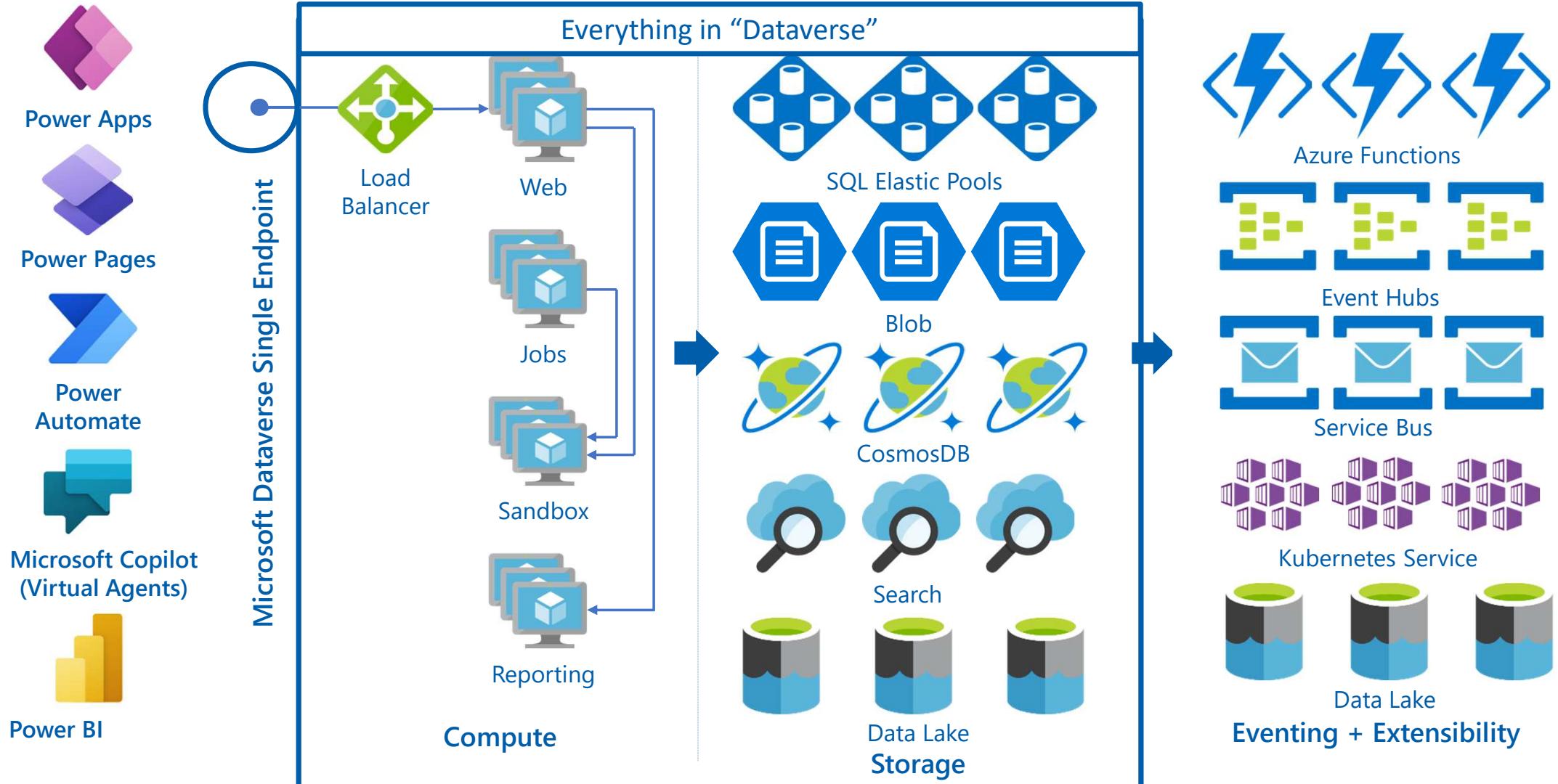
Tenant 2 Gb

A Single Data Foundation: Common Data Model(CDM)

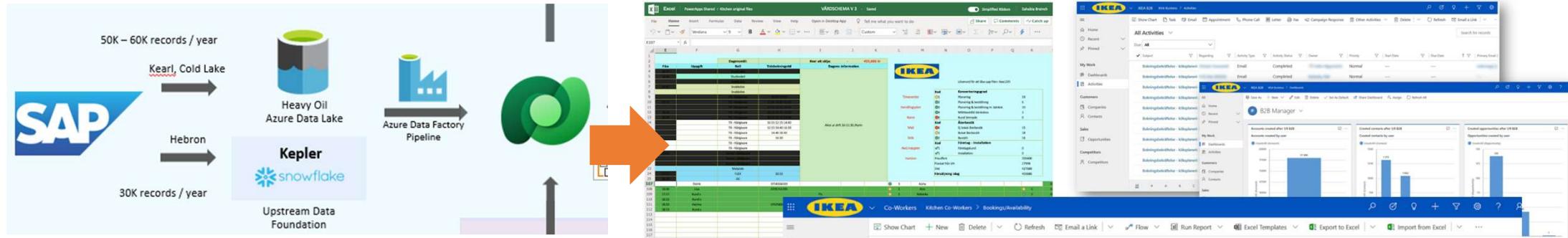
Standardization of Data Across Applications, Automation and AI Out of the Box



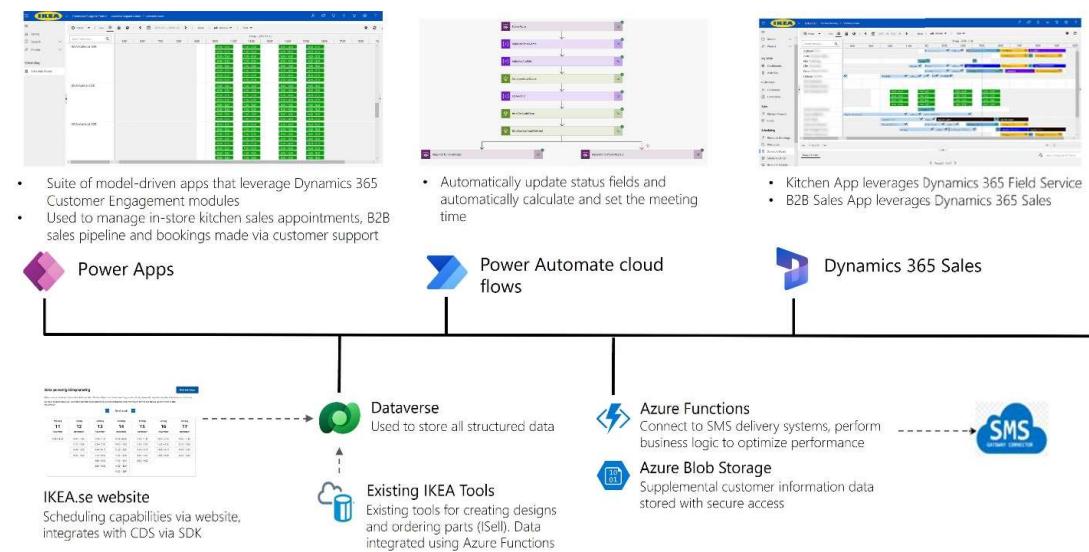
Dataverse runs on Azure and extends on Azure



IKEA Dataverse Example



"IKEA sees me" when working through the process of building a new kitchen



211,000
employees

433
stores

50
e-commerce
markets

Conclusions

Dynamics 365 is Power Platform a configurable set of components

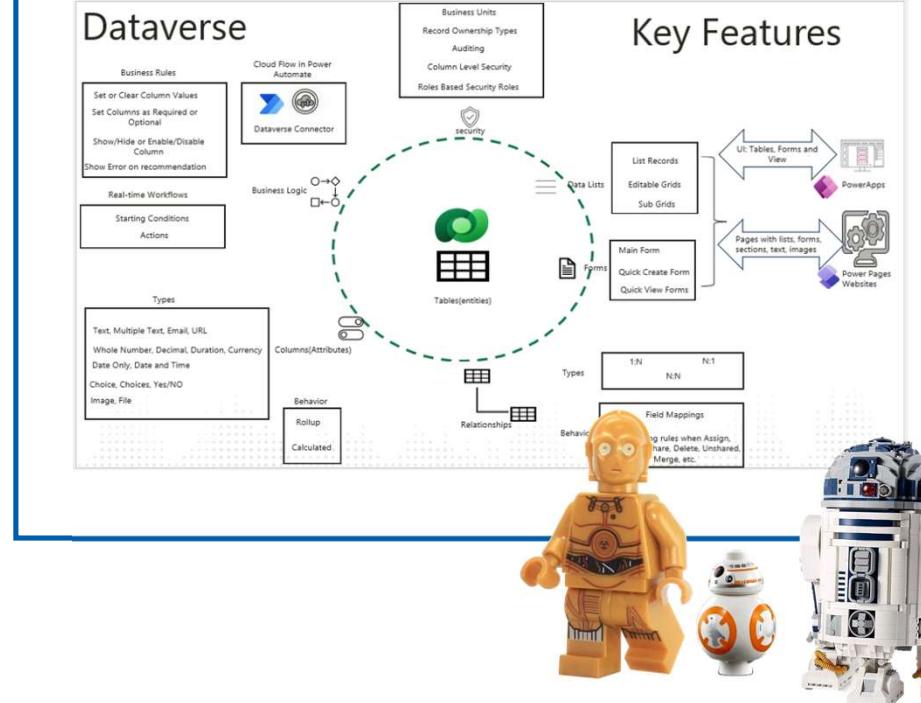
1

Dynamics 365 CE is a modulated set of tools pre-packaged and sold by Microsoft



3

Dynamics 365 CE and Power Platform have a powerful data foundation that can be configured and extended easily



2

Dynamics 365 CE uses components from the Power Platform to build and distribute its solutions



Section 3: What's is the Power Platform

The Power Platform

Every Dynamics 365 User can consume the Power Platform components



A set of flexible configurable building components used to configure existing or assemble new applications and automation.

[Power Apps](#)



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Users interact with and
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[Power Automate](#)



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[Microsoft Copilot Studio](#)

(Power Virtual Agents)



Build **bots without using code**

Enhance engagement
through conversational
AI

Resolve routine issues
quickly and automate
repetitive queries

Integrate with other
services through
prebuild or custom
connectors using
Power Automate

[Power Pages](#)



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[Power BI](#)

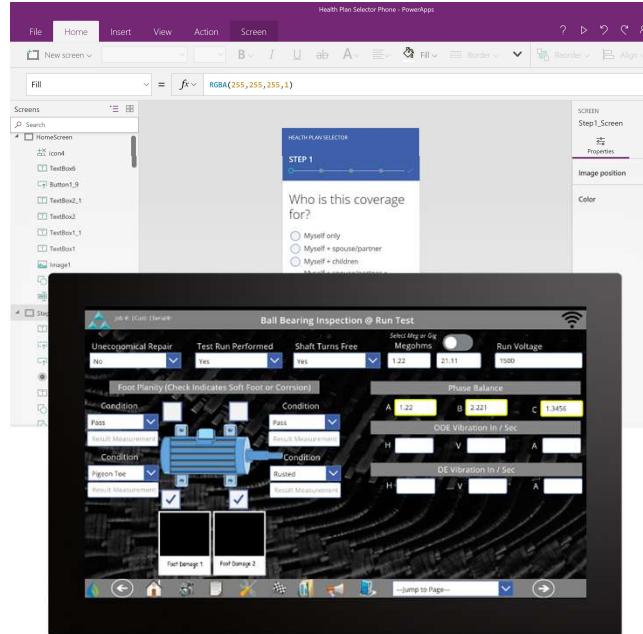


[AI builder](#)





PowerApps: Application Designer




Canvas apps

- WYSIWYG designer
- Task- and role-based apps
- Mash up and visualize data from 1000+ sources

Model-driven apps: Dynamics 365 CE

- Built on Dataverse
- Start with a data model, relationships, and business processes
- Build End-to-End business applications



Power Apps

Canvas Apps

The screenshot shows the Power Apps canvas editor interface. On the left, there's a tree view of screens and components. The main area displays a "Meeting Capture" screen with a "Welcome to Meeting Capture!" message and a list of meetings. A button labeled "Start Meeting" is selected in the properties panel on the right. Below the editor is a preview of the app's interface, which includes a "Contact Plugins - Analysis & Design" section with attendees, notes, and tasks. At the bottom, there's a "Add Data Connectors" section featuring icons for various platforms like SharePoint, Microsoft Teams, and Salesforce, with a claim of "1000+ Data Connectors". A blue LEGO Minifigure is positioned on the far left.

Canvas apps

- WYSIWYG designer
- Task- and role-based apps
- Mash up data from 1000+ sources
- Can Embed and Interactive in Dynamics CE/ Model-Driven Apps



Power Apps

Model Driven Apps



The screenshot displays the Dynamics 365 Sales Hub interface. On the left, a navigation bar includes links for Pages, Data, Automation, Customers, Sales, and Collateral. Under Sales, the 'Leads view' is selected. The main area shows a 'My Open Leads' grid with columns for Name, Topic, Status, and more. Below it, a 'Active Challenges' section lists various challenges like '3D Printing' and 'Connected Operations'. A detailed view of the 'Connected Operations' challenge is shown, featuring a timeline with stages: 'Challenge Management...', 'Setup (32 D)', 'Track', 'Select And Execute', and 'Close And Award'. The challenge details include a description: 'Industry 4.0 is a term used to describe a...'.

Model-driven apps: Dynamics 365 CE
 Built on Dataverse
 Start with a data model, relationships,
 and business processes
 Build End-to-End business applications





Interacting Canvas Apps and Dynamics 365 CE

Dynamics 365 CE Contact Card

Jens KITCHELL - Saved
Contact · Contact 360 ·

360 Summary Details Files Related

Jens KITCHELL
PROFILE ID: 5314EG
High Engagement

Succasunna, NJ
04 Jan 1972
123456789
patrick.kitchell@gmail.com
Succasunna

Other Information
Age: 51
Marital Status: Single
Spouse: Mette KH
No. of Children:

INSIGHTS
Engagement Score: 90 (Excellent)
Meeting Duration: 60 mins
Phone Call Duration: 35 mins
Uptime: 3 hrs

CASES
Hearing Aid
CAS-02529-52C8P6
In Progress

A Canvas App with Multiple Data Connectors Embedded in Dynamics 365 CE Form Tab

OPPORTUNITIES

Quantity: 1 Product: Oticon SmartCharger

5/19/2022 11:30 AM Review pricing proposal with finance
5/20/2022 11:30 AM Send Café Duo Espresso specification

Nancy Anderson (sample) SANDBOX

Disqualify Add to Marketing List Assign Share Email a Link Follow Flow

Lead Source: Web Rating: Warm

Develop Propose Close

Timeline: Enter a note...

OLDER

A Canvas App Embedded in Dynamics 365 CE Form Tab

Help me qualify
Start Assessment
Is your lead qualified?
Subject: New store opened this year - follow up (sample)
Lead: Nancy Anderson (sample)
Start



AI Copilot App Creating

Demand Power Apps Search Environment Sandbox_PTIC ?

Create an app

Here's a table for your app

Why a table? Because when you see your app in a moment, the data in this table is what you'll see on the screen. There will also be a form that your users can fill out to add information to the table.

Need anything changed?

Just tell Copilot what you need, and it will make the changes for you.



Copilot



Suggestions

- Change ... to ...
- Add a column for ...
- Add a row for ...
- Remove the ... row.
- Change the data type for the ... column to ...
- Refresh data.
- Give me suggestions.



Describe what your new app should do
Tell Copilot what your app should collect, list, track, or show.

Cancel

What should the app collect, list, or show?

Make sure AI-generated content is accurate and appropriate before you use it. [See terms](#)

Create app



Power Automate

[Power Automate](#)

Automate with flows



Cloud flows



Automate modern apps, services, and data with APIs in the cloud

Powered by digital process automation (DPA)

Desktop flows



Automate legacy systems on a desktop or virtual machine (VM)

Powered by robotic process automation (RPA)

Prebuilt: Connect to over 1,000+ prebuilt API connectors

Custom: Develop your own API connectors for personalized solutions



Connectors



Actions

Prebuilt: Choose from hundreds of drag-and-drop UI actions

Custom: Develop your own UI actions with the actions SDK (preview)

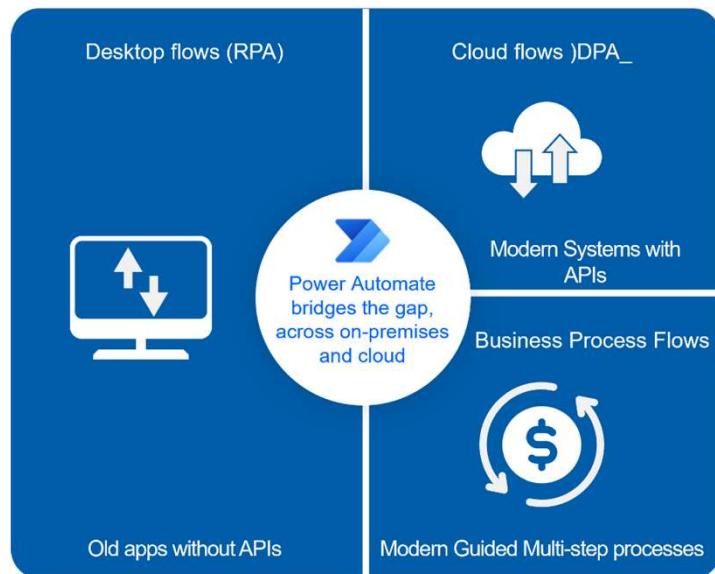
Power Automate

Automate across the old and the new

[Power Automate](#)



Automation Types



Available AI Models



Potential Business Value

Automate customer application processing	Automate leads entry	Automate supplier invoice processing	Automate expense reports	Digitalize text from a picture
Categorize user feedback	Identify language of text	Translate support requests	Extract insights from product reviews	Identify and route customer requests
Identify sentiment from social media posts	Identify fraudulent transactions	Predict customer churn	Classify and index images based on their content	Automate inventory control



Power Automate

Document Automation



[Power Automate](#)



How it works

Power Automate and the Power Platform provide a complete solution for processing documents at scale that includes AI powered data extraction, manual validation, process orchestration, pipeline monitoring, and more.



Receive documents

Receive documents from your customers



Extract

Extract information from the documents



Validate

If needed, a human can confirm or correct the extracted data



Export

Export the extracted data to your ERP or to any other data storage of your choice



Monitor

Supervise your end-to-end process with the provided monitoring application

Power Automate

[Power Automate](#)

RPA



Overview

Attended RPA

Drive efficiencies and automate manual tasks across desktop and web

Unattended RPA

Accelerate the automation of high-volume and tedious tasks without lifting a finger

Scenario

On-demand task automation

Automate company processes at scale

Audience

Citizen developer in business unit

Automation specialist in a Center of Excellence dedicated to RPA

Requirement

User signed in on their device/human initiated

Jobs on dedicated machines/ robots do the work

Availability

Power Automate for Windows 10/11
Power Automate per user with attended RPA

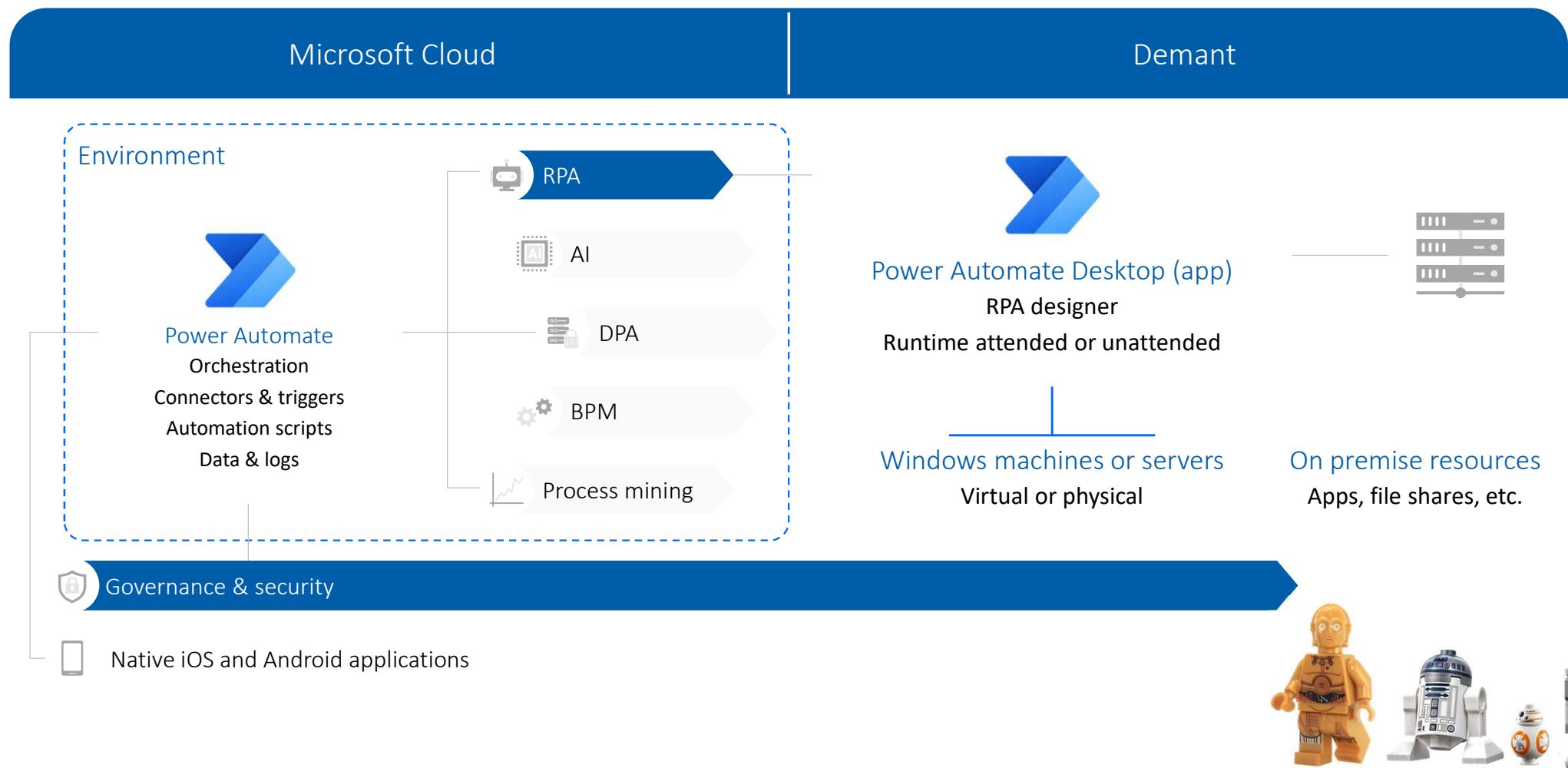
Unattended RPA add-on



Power Automate

[Power Automate](#)

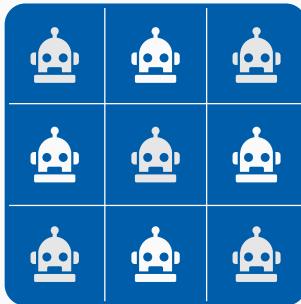
RPA



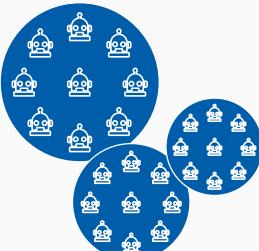
Power Automate

[Power Automate](#)

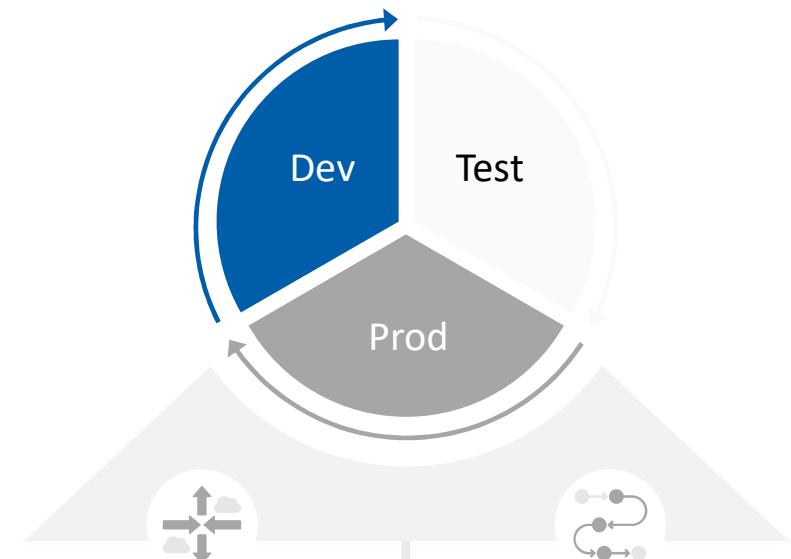
Hosted RPA



Single hosted machines
For pro and citizen developers
Build or test automation
For business users
Run automation on dedicated machines



Hosted machine groups
For unattended automation in production
Optimize your resources for higher efficiency and lower cost



Automatic scaling

Manage peaks with machines that spin up and down to optimize efficiency

Dynamic load balancing

Optimize resources between processes, teams, and organizations

AI Copilot in Power Automate

[Power Automate](#)



The screenshot shows the Microsoft Power Automate learning center at <https://make.powerautomate.com/>. The main heading is "Start building your flow with Copilot". A sidebar on the left lists "Learning for every level" with sections for "Short courses", "How-to videos", and "Documentation". Under "Short courses", there are five cards:

- Automate a business process using Power... (Beginner, 4 hr 50 min)
- Robotic Process... (Beginner, 2 hr 5 min)
- Performance with AI... (Beginner, 6 hr 24 min)
- Our business process with process... (Beginner, 26 min)
- Introduction to Microsoft Power Platform security... (Beginner, 47 min)

A search bar at the top says "Search for helpful resources". Below it, under "Environments", it shows "Wide World Importers". At the bottom, there are links for "Pricing", "Video how-tos", and "Community forum". A small R2-D2 droid icon is in the bottom right corner.

Power Automate

[Power Automate](#)

Automation Kit



Power Shell Scripts

Power BI

DevOps Pipelines

MCAS Scripts

ARM Templates

Intune Packages

MCAS Scripts

Power Platform Main Environment (Automation CoE Main Solution)

Near-real time sync

Flow telemetry

Solutions

Machines

Audit logs

Prod Environment
(Automation CoE Satellite Solution)

Prod Environment
(Automation CoE Satellite Solution)

Prod Environment
(Automation Core Satellite Solution)



Tools for everyone

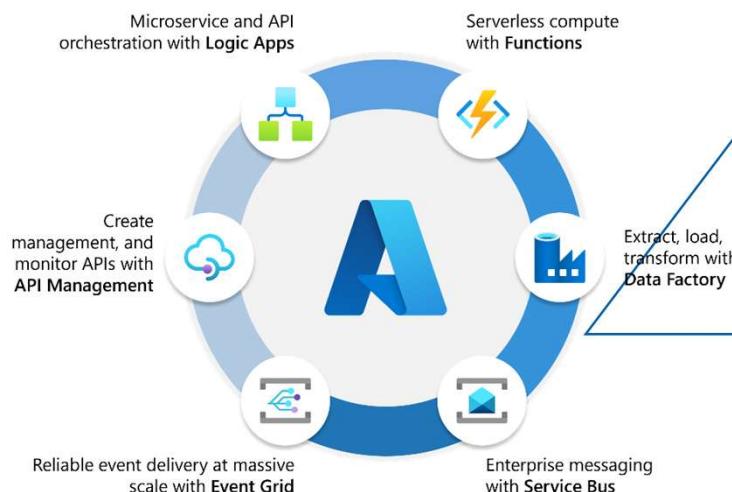
Power Automate

[Power Automate](#)

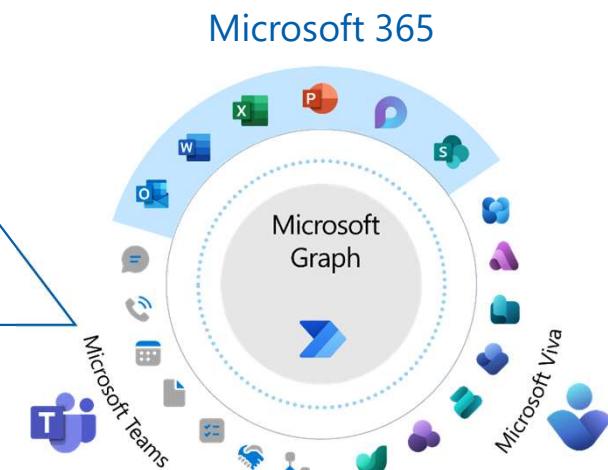
Automate Everywhere in one Tool



Azure



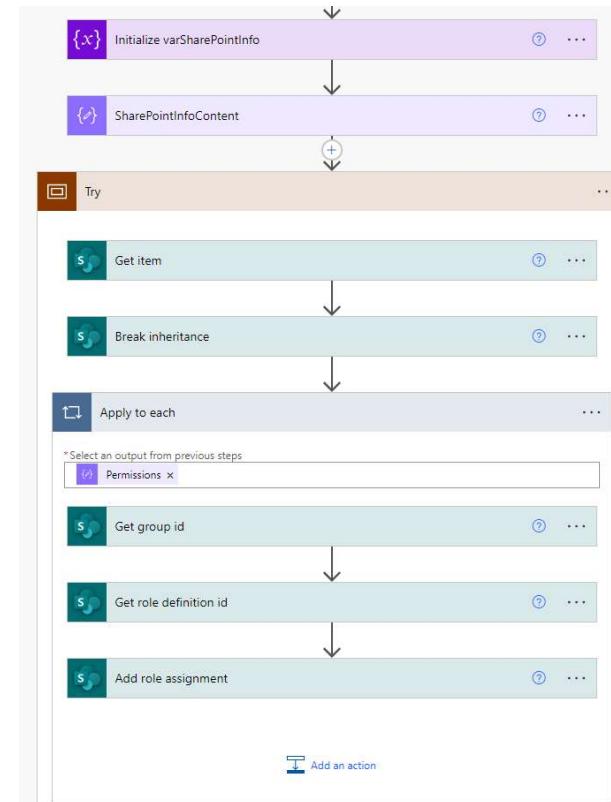
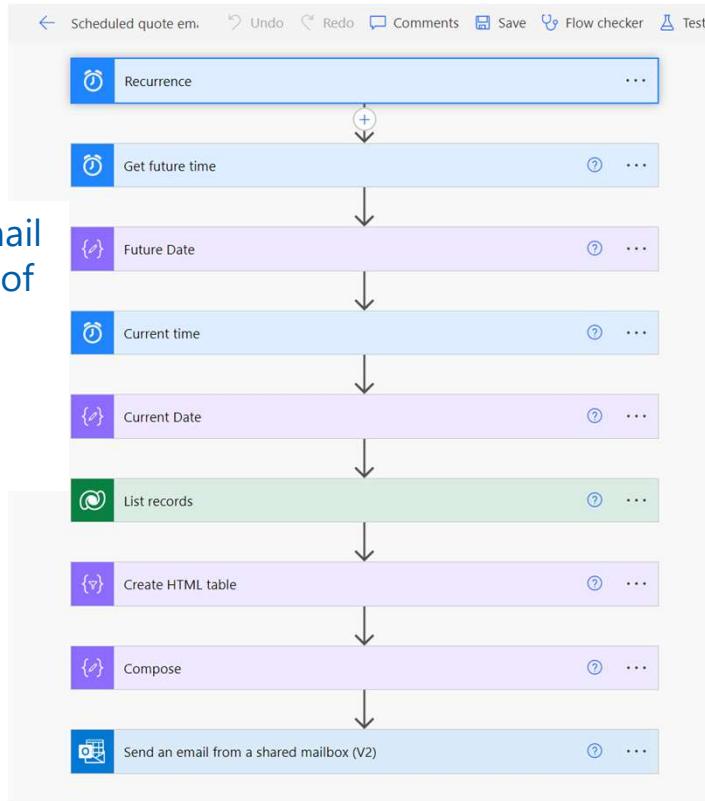
Automate Everywhere
Cross Platform and Through a 1000+ Connectors



Power Automate

[Power Automate](#)

Examples



Power Automate

[Power Automate](#)

Examples



This Flow uses HTTP Requests and Azure Cognitive Services Batch Transcription feature to convert an audio file stored in Blob storage to a text file saved to OneDrive for Business



Round Robin Assignment based on Shared Mailbox

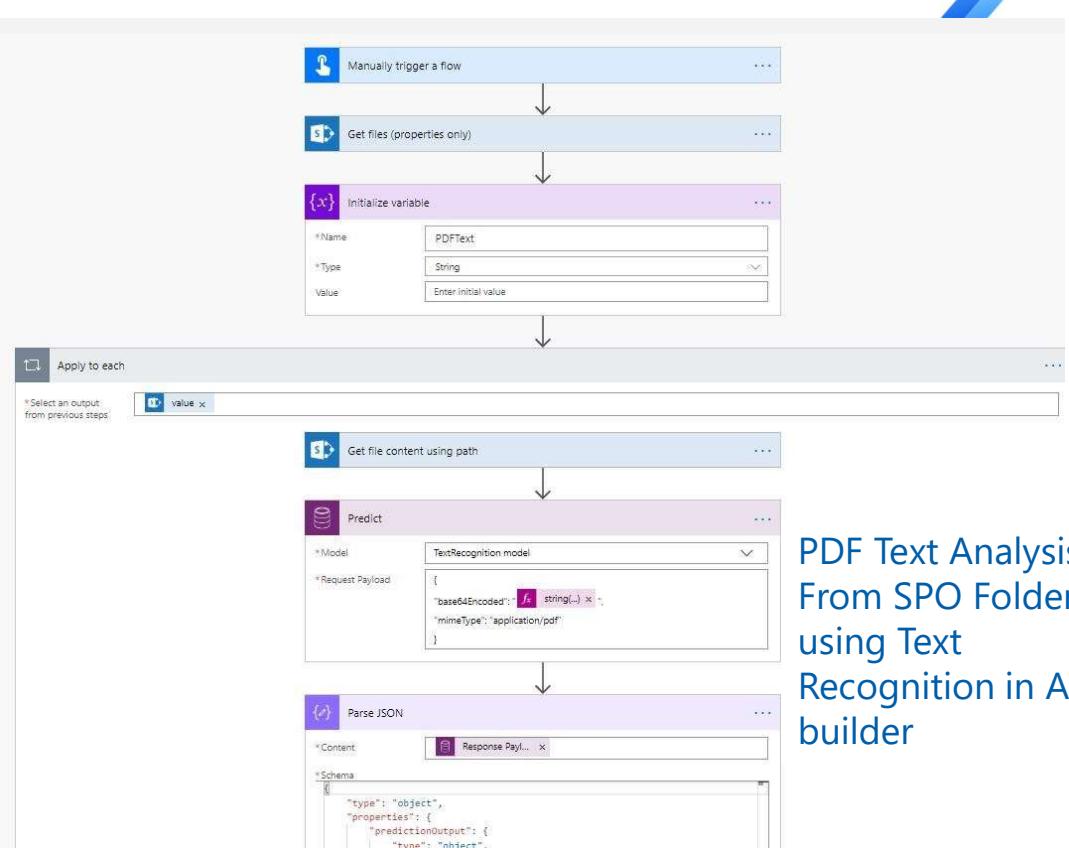
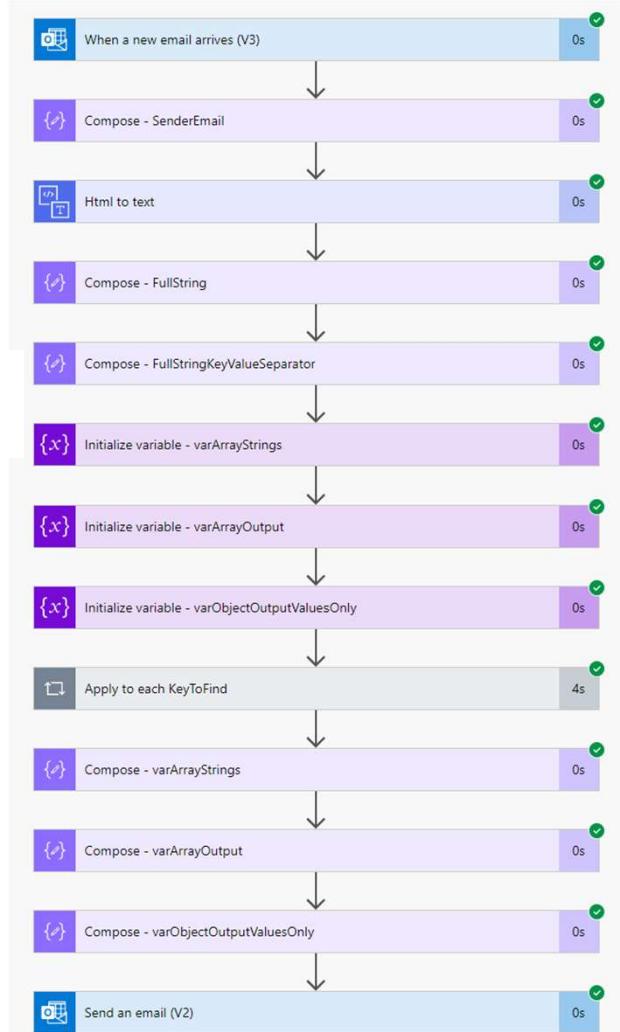
Power Automate

[Power Automate](#)

Examples



Data extraction and parsing from an email



PDF Text Analysis
From SPO Folder
using Text
Recognition in AI
builder

Power Automate

Examples

ArcGIS process the new damage assessment features and send an email



[Power Automate](#)



AI Builder

AI Builder Prompt Engineering

What Is Prompt Engineering

Prompt engineering is the art of crafting effective prompts to guide AI behavior. It involves designing inputs that clearly convey the task to the AI, ensuring accurate and relevant responses. This process is crucial for maximizing the potential of AI tools, as the quality of the prompt directly influences the output.



AI Builder | Prompt Builder

A Prompt engineering guide

1. What can you build with prompts?

Prompts are the key to many AI solutions, depending on what you need to solve.

Here are six common uses:

- ✓ **Classification of text:**
"Which category does this [blog] belong to: technology, lifestyle, or education?"
- ✓ **Sentiment analysis:**
"Is this customer [review] positive, negative, or neutral?"
- ✓ **Rewriting content:**
"Rewrite this technical [guide] in simpler terms for beginners."
- ✓ **Summarize information:**
"Summarize this [article] in a few paragraphs."
- ✓ **Extract information :**
"Find the main event date and location in this news [report]."
- ✓ **Drafting a Response:**
"Draft a reply to this customer's [complaint] about delivery delay."

Prompts are how you build custom generative AI capabilities in Power Platform — like summarizing a body of text, drafting a response, or categorizing an incoming email. Think of prompts as a way of building custom GPT functions using only natural language.

AI Builder

AI Builder Prompt Engineering

Prompts are fundamental artifacts in Power Platform. Think of them as custom AI functions and can be invoked via Power Fx across the platform.

Prompt Ingredients



Power Apps

In Power Apps, you can easily add prompts as AI models, similar to other AI models. By using **Power Fx**, you can invoke these custom prompts, bringing smart features into your business applications.



Power Automate

Prompts in Power Automate are available as AI Builder **actions**, enabling you to automate complex workflows with ease.



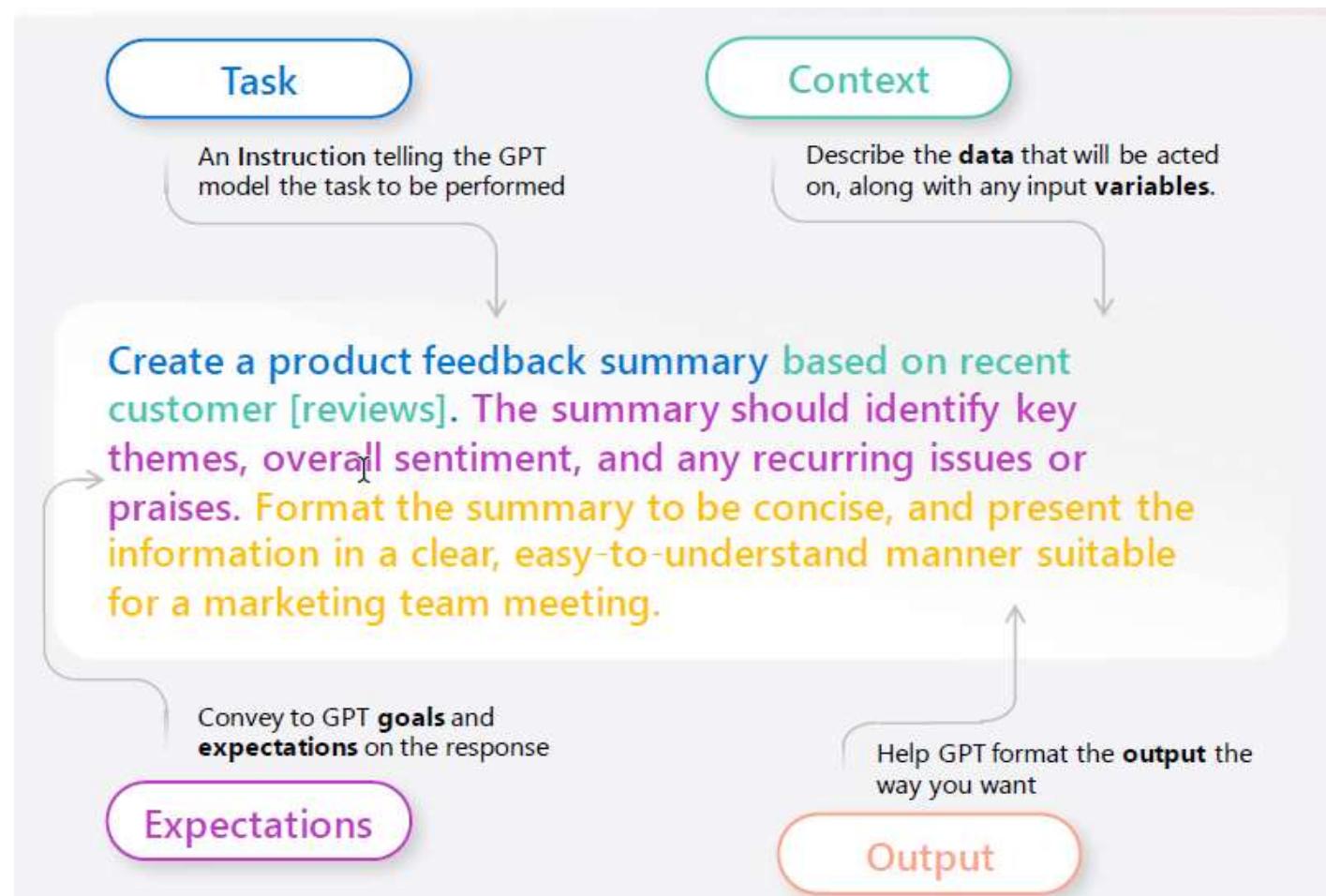
Copilot Studio

Prompts can be saved as **Plugins** to enhance your Copilot, much like adding new skills to a toolbox. These plugins, build with prompts, help extend your Copilot with additional functions and expertise.

AI Builder

Prompt Ingredients

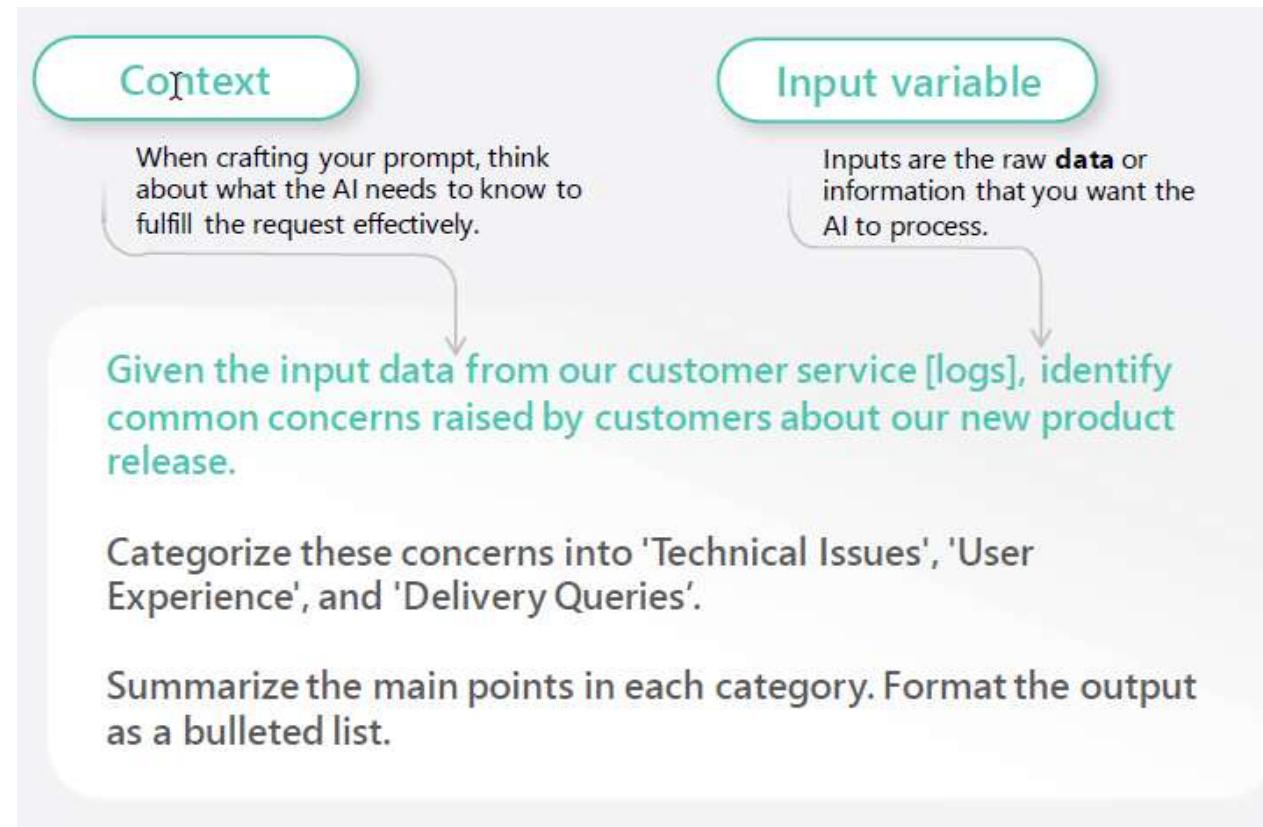
Prompts are how you ask AI model (GPT) to do something for you — it largely has two parts, instruction and data context. To get the best response, it's important to **focus on some of the key elements below** when building your custom AI capabilities.



AI Builder

Prompt Strategies

Every prompt you create should be contextualized as a way of setting the stage for the task at hand. The context helps the AI understand not just the 'what' but the '**why**' **behind your prompt**, leading to more accurate and relevant responses. Custom prompts now allow multiple dynamic values which helps in bringing input data at runtime. Think of these as parameters of a function.



AI Builder

Prompt Strategies

Every prompt you create should be contextualized as a way of setting the stage for the task at hand. The context helps the AI understand not just the 'what' but the '**why**' **behind your prompt**, leading to more accurate and relevant responses. Custom prompts now allow multiple dynamic values which helps in bringing input data at runtime. Think of these as parameters of a function.

Output formatting

Output formatting in prompt engineering refers to specifying how you want the AI's response to be structured, such as bullet points, paragraphs, or lists, and the style or tone, like formal, casual, or persuasive. GPT can also generate structured outputs like JSON and XML. This ensures the AI's output meets your **downstream processing goals**.

Analyze the customer [feedback] data and summarize key insights.

Format the response as a JSON object, with fields for 'TotalFeedbackCount', 'PositiveCount', 'NegativeCount', and 'CommonThemes', each containing appropriate values and summaries.

This guides the AI to respond with the exact JSON format, ensuring the output is ready for use in a subsequent output processing step.

Output

AI Builder

Section delimiting

Section boundaries or delimiters can provide task segmentation, reduce ambiguity, efficient data handling, execution sequencing and response structuring. There are several delimiting options to choose from e.g., bullet points for highlighting key points to the AI, numbered list to give step by step instructions, line breaker with distinct marking to separate out important sections.

Task: Help me write a Market Analysis Report

Sections Required:

1. Executive Summary - Summarize overall sales trends and performance.
2. Product Performance - List the top 5 performing products and their sales figures.
3. Customer Feedback - Highlight common feedback themes from customer surveys.
4. Recommendations - Provide three actionable steps based on the analysis.

Data Source: [Last Quarter Sales Data.]

Output Format: Structured Report with Bullet Points

Tone: **Professional** and Concise

This section uses multi-delimiting strategy. Note that each important section is identified itself and hence convey clearly the purpose. The number list give specific directions on expectations and in what sequence they should be generated

Section delimiting

AI Builder

Chain of Thought

Chain-of-thought (COT) prompting is about leading the AI through a step-by-step reasoning process to solve a problem or answer a question. This approach mirrors human problem-solving, where each step builds on the previous one. It helps the AI break down the task into logical sequences that leads to improved response.

Given a customer [complaint] about a late delivery.

- First, identify possible reasons for the delay based on our [shipping policy].
- Next, outline appropriate responses we can offer the customer, including compensation options.
- Lastly, draft a final response incorporating these elements.

The prompt provides a step-by-step guidance on how to break down the problem and produce a comprehensive answer just like a human would do.

Chain-of-Thought

AI Builder

Do's and Don'ts

Do's

- ✓ **Be clear and specific.**
Provide specific instructions, about the task to be performed, explain the data context, and output requirements.
- ✓ **Human oversight.**
Human agency should be preserved. Ensure that humans have opportunity to review the AI response, in line with goals of the scenario.
- ✓ **Give examples.**
Use high-quality and diverse examples to guide the AI to generate more relevant and accurate responses.
- ✓ **Define output format.**
Help guide the AI to generate the output that is aligned with your goals and your postprocessing steps of the response.
- ✓ **Test and iterate.**
Prompt engineering is an iterative process. First draft of the prompt might not result in the desired outcome. Hence Prompt Builder UX support fast experimentation with prompts.

- ✓ **Check for accuracy.**
Occasionally, AI may make mistakes. Always check AI responses for accuracy, grammar, and style, and watch out for irrelevant or inappropriate content.
- ✓ **Transparency.**
Create transparency in your end user experience, to inform that results might be AI generated and hence can have inaccuracies or bias.
- ✓ **Adhere to terms of use.**
Use of Microsoft generative AI technology should be in compliance with Microsoft's code of conduct and service terms of usage.
- ✓ **Incorporate feedback.**
If an output isn't quite right, tweak your prompt and try again, rather than starting from scratch.
- ✓ **LLM Drift.**
Be aware of LLM Drift. Over a period, your AI output quality can degrade, because your incoming data has drifted. Update your prompt or add new examples to align the AI response.

Don'ts

- ✗ **Be vague.**
When prompting, avoid using vague language, and be as clear as possible to receive better-quality responses.
- ✗ **Request inappropriate or unethical content.**
AI Builder is not responsible for the content or the consequences of your writing. You should respect local laws, rules, the rights of others and terms of service.
- ✗ **Use slang, jargon, or informal language.**
This may cause AI to give low-quality, inappropriate or unprofessional responses.
- ✗ **Give conflicting instructions.**
Prompts with conflicting pieces of information in the same request can confuse the AI and result in lower quality responses.
- ✗ **Overcomplication.**
Simplify your prompts to ensure clarity for the AI, focusing on single-task capabilities. For complex multi-step tasks, consider creating a Power Automate Flow instead for better results.
- ✗ **Assume Prior Knowledge.**
Avoid assuming the AI has knowledge outside the given prompt; this gives room for hallucination. Always give context and set expectations.

Copilot Studio

Replacing Power Virtual Agents(Bots)

Microsoft Copilot Studio is an end-to-end conversational AI platform that empowers you to create and customize copilots using natural language or a graphical interface. With Copilot Studio, you can easily design, test, and publish copilots that suit your specific needs for internal or external scenarios across your industry, department, or role.

With more immersive UX and next-generation AI capabilities, copilots are the new chatbots.

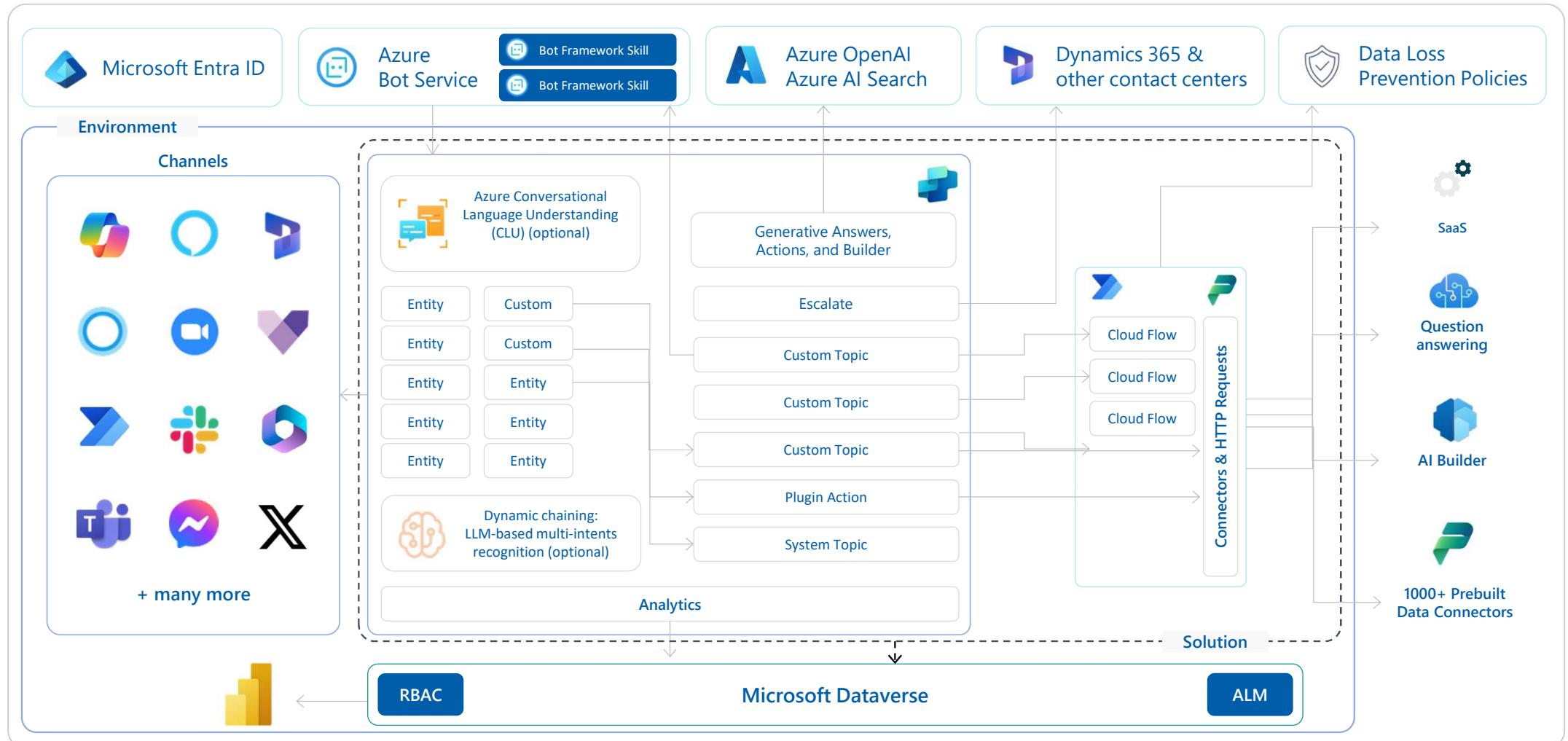
Product capabilities

	Post to multiple channels	IVR/ Telephony	Extend Copilot for Microsoft 365		
World Class UX	Declarative	Rich Response	Intuitive	Ease of use	Copilot Assistance
Logic + Automation	Power Fx	Generative Answers + Actions	Power Automate	Bot Framework skills	
Next-Gen AI	Prebuilt LLM	Generative AI	Proactive suggestions	Bring your own model (Azure CLU)	
Connected experience	Microsoft Teams	Dynamics 365	1000+ Connectors	Azure Bot Service	
Copilot Lifecycle	Test pane	Collaboration	Solution management	ALM Automation	
Security + Governance	Trusted identity	Full visibility	Advanced RBAC	Granular DLP control	

Microsoft's end-to-end copilot building platform

Copilot Studio

Using Power Platform Tools to Give it power



Copilot Studio

Copilots and Conversational AI

Microsoft 365
Conversational experiences
for Microsoft 365



Biz Apps & Power Copilots
Conversational experiences for
Dynamics 365 and Power Platform
products



**Other Microsoft
Copilots**



...



Custom Copilots
Custom copilots and bots
for enterprises and third parties



Microsoft Copilot Studio

Extend and customize 1st party copilots | **Build custom** Copilots

Bot
Framework
/ SDK

Bot Service
Channels

Azure AI
Studio

Azure AI
Search

Power
Platform
Connectors

AI Builder

Power Pages

A secure, enterprise-grade, low-code software as a service (SaaS) platform

Microsoft Power Pages is a secure, enterprise-grade, low-code software as a service (SaaS) platform for creating, hosting, and administering modern external-facing business websites.

With Power Pages, you can build sites by using the same shared business data stored in [Microsoft Dataverse](#) that you use for building apps, workflows, intelligent virtual agents, reports, and analytics with other Microsoft Power Platform components in your organization.

The image shows a desktop browser window and a smartphone side-by-side. The desktop browser displays a website for 'Woodland Bank'. The header includes the bank's logo, a navigation bar with 'Home', 'Pages', 'Contact us', and a user profile for 'Mona Kane'. The main content features a woman with glasses smiling, with text overlay: 'Online or in person, our experts are ready to meet with you' and a green button labeled 'Schedule an appointment'. Below this, there's a section titled 'We Are Committed To You And Your Time' with a message about respecting time and three circular icons with text: 'Stress-Free Scheduling', 'Nearby Branches', and 'Timely Reminders'. The smartphone shows a scheduling interface with a calendar view for 'Today - Jul 29'. It lists 'Morning' slots from 8:00 am to 11:00 pm, and 'Afternoon' slots from 12:00 pm to 4:00 pm. Available times are highlighted in green, while others are greyed out. A 'Next' button is at the bottom right.

Power Pages

Easy Authoring

Simplified authoring experience for makers

Design studio

Responsive rendering

Liquid

Web API

The screenshot illustrates the Microsoft Power Pages interface, highlighting its features for site creation and customization.

Create a site (Step 1 of 2): A section where users can choose a template. It shows a grid of 10 templates categorized into "All", "Site designs", "Scheduling", "Application submission", "Registration", and "Dynamics 365". The templates include "Site design 001" (Cross-industry), "Site design 002" (Cross-industry), "Site design 003" (Cross-industry), "Schedule meetings with a financial institution" (Financial), "After school program registration" (Education), "Building permit application" (Government), "Site design 004" (Cross-industry), "Site design 005" (Cross-industry), and "Blank page". Each template has a preview image and a brief description.

Choose a template to see design details and the features it includes: This section provides a detailed view of the selected template, showing its design elements and specific features. For example, the "Blank page" template is shown with a placeholder for "Company name" and a navigation menu on the left.

Choose a component to add to this section: A component library with icons for Text, Button, Image, Video, Spacer, Power BI, List, Form, and iFrame.

Subpage one: A preview of a subpage with the text "This page can be customized by adding new sections and components."

Power Pages

Advanced development capabilities for pro developers

Makers can work with pro developers in fusion teams to extend the functionality using Visual Studio Code and the Microsoft Power Platform CLI to create powerful business application websites.

The screenshot shows the Visual Studio Code interface with the following details:

- File Bar:** File, Edit, Selection, View, Go, Run, Terminal, Help.
- Explorer:** Shows a tree view of a project named "SCHOLARSHIPDEMO---SCHOLARSHIPDEMO". The "web-templates" folder is expanded, showing subfolders like "basic-forms", "content-snippets", "lists", etc., and files such as "ad.yml", "adplacement.yml", "publishingstate.yml", etc.
- Editor:** Displays the file "Child-Navigation.webtemplate.source.html" with the following code snippet:

```
1  {% assign showchildren = showchildren | default: true %}
2  {% assign showdescriptions = showdescriptions | default: true %}
3  {% if showchildren and page.children.size > 0 %}
4    <div class="child-navigation content-panel panel panel-default">
5      <div class="panel-heading">
6        <h3>{{ editable snippets "Page Children Heading" default: 'In This Section' }}</h3>
7      </div>
8      {% if showdescriptions %}
9        <ul class="list-group">
10          {% for node in page.children %}
11            <li class="list-group-item">
12              <h4 class="list-group-item-heading">
13                <a href="{{ node.url | escape }}" aria-label="Go to {{node.title | escape}} page">
14                  {{ node.title }}
15                </a>
16              <div class="list-group-item-text">
17                {{ node.description }}
18              </div>
19            </li>
20          {% endfor %}
21        </ul>
22      {% endif %}
23    </div>
24  {% endif %}
```

- Terminal:** Shows the command-line output of the "pac paportal upload" command:

```
PS C:\> pac paportal upload -p c:\dev\scholarshipdev\scholarshipdemo---scholarshipdemo\
Started uploading website data
Loading Portal Manifest...
Manifest loaded successfully.
Connected to...Scholarship Demo
Upload completed for table: adx_contentsnippet
PS C:\>
```

Security and governance

Power Pages' inbuilt security is its core.

Power Pages can choose from various authentication providers or allow access to site content anonymously.

More information: [Configure Power Pages site authentication](#)

Power Pages is hosted as Azure App Service, which has International Organization for Standardization (ISO), System and Organization Controls (SOC), and Payment Card Industry Data Security Standards (PCI DSS) compliance.

Power Pages supports modern TLS crypto standards (TLS 1.2) and has built-in Azure DDoS protection. It also supports dynamic IP restriction to limit traffic from bad actors and provides secure, configuration-driven mechanisms for admins to address top web security vulnerabilities such as injection attacks, cross-site request forgery, and server-side request forgery.

You can also configure **Power Pages** to use edge caching and web application firewall (WAF) capabilities. More information: [Set up Azure Front Door with Power Pages sites](#).

Power Pages provides helpful tools for administrators to manage the administration and lifecycle of their sites and environments.

Power Pages

Integration with other Microsoft Power Platform components

Dataverse

Securely store and manage data that's used by business applications and your Power Pages sites. Use model-driven app constructs like forms, views, charts, and dashboards to easily surface Dataverse data.

Power Automate

Use Power Automate for plug-ins, workflows, automated cloud flows, or to extend business logic and interact with data and events coming and going in and out of Dataverse.

Power BI

Integrate with Power BI to access components like reports, dashboards, and tiles. Use the embed capability to surface data that sits outside of Dataverse.

Microsoft Copilot Studio:

Add chatbots to your external-facing websites for a myriad of business purposes.

Section 4: Learning

Modern Application Modulation

Power Platform Training



= Possible Certification

Course PL-900



Microsoft Power Platform Fundamentals

Course PL-900T00--A: Microsoft Power Platform Fundamentals

[Get started with self-directed learning](#)

[Search for a training provider](#)

Course PL-100T00



Microsoft Power Platform App Maker

Course PL-100T00--A: Microsoft Power Platform App Maker

[Get started with self-directed learning](#)

[Search for a training provider](#)

Course PL-200T00



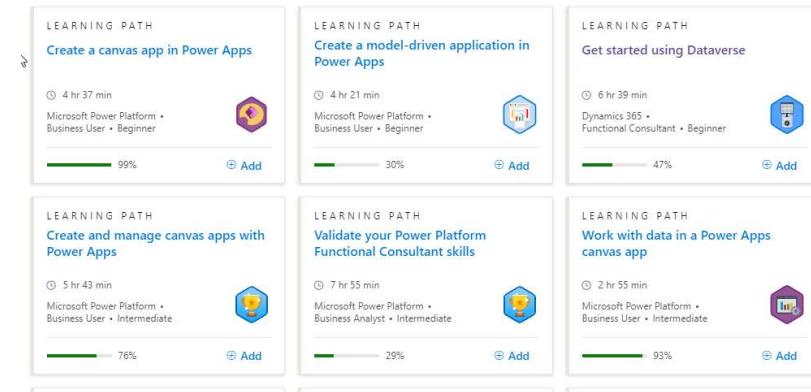
Microsoft Power Platform Functional Consultant

Course PL-200T00--A: Microsoft Power Platform Functional Consultant

[Get started with self-directed learning](#)

[Search for a training provider](#)

Learning Path



Applied Skill

The card features a title, a brief description, the required skill level, and an 'Add' button.

APPLIED SKILLS
Create and manage automated processes by using Power Automate
Microsoft Power Platform • Administrator • Intermediate
+ Add

Dataverse Training

Modules

MODULE Create and manage columns within a table in Dataverse ⌚ 1 hr 3 min Dynamics 365 • Functional Consultant • Beginner  ⊕ Add	MODULE How to build your first model-driven app with Dataverse ⌚ 28 min Microsoft Power Platform • Functional Consultant • Beginner  ⊕ Add	MODULE Working with choices in Dataverse ⌚ 16 min Dynamics 365 • Functional Consultant • Beginner  93% ⊕ Add	MODULE Create tables in Dataverse ⌚ 1 hr 27 min Microsoft Power Platform • Business User • Beginner  COMPLETED ✓ ⊕ Add
MODULE Publish, share, and maintain a canvas app ⌚ 27 min Microsoft Power Platform • App Maker • Beginner  ⊕ Add	MODULE Get started with security roles in Dataverse ⌚ 55 min Dynamics 365 • Functional Consultant • Intermediate  14% ⊕ Add	MODULE Create reports with Power BI and Dataverse for Teams ⌚ 35 min Microsoft Teams • Business User • Beginner  ⊕ Add	MODULE Solution Architect series: Implement project governance for Power Platform and Dynamics 365 ⌚ 28 min Microsoft Power Platform • Solution Architect • Advanced  COMPLETED ✓ ⊕ Add
MODULE Manage tables in Dataverse ⌚ 44 min Dynamics 365 • Functional Consultant • Beginner  70% ⊕ Add	MODULE Work with canvas app source code ⌚ 40 min Microsoft Power Platform • App Maker • Intermediate  ⊕ Add	MODULE Create and manage environments in Dataverse ⌚ 42 min Dynamics 365 • Functional Consultant • Beginner  COMPLETED ✓ ⊕ Add	MODULE Load/export data and create data views in Dataverse ⌚ 52 min Dynamics 365 • Functional Consultant • Beginner  ⊕ Add

Learning Path

LEARNING PATH Create and Manage Automated Processes by using Power Automate ⌚ 3 hr 18 min Microsoft Power Platform • Business User • Intermediate  4% ⊕ Add	LEARNING PATH Get started using Dataverse ⌚ 6 hr 39 min Dynamics 365 • Functional Consultant • Beginner  47% ⊕ Add	LEARNING PATH Create and manage canvas apps with Power Apps ⌚ 5 hr 43 min Microsoft Power Platform • Business User • Intermediate  76% ⊕ Add
LEARNING PATH Create a machine ordering app with Power Apps - Online Workshop ⌚ 5 hr 41 min Microsoft Power Platform • App Maker • Beginner  9% ⊕ Add	LEARNING PATH Create apps, chatbots, flows, and more with Microsoft Dataverse and Teams ⌚ 2 hr 26 min Microsoft Power Platform • Business User • Beginner  ⊕ Add	LEARNING PATH Use advanced formula techniques and custom updates in Power Platform ⌚ 4 hr 24 min Microsoft Power Platform • Functional Consultant • Advanced  43% ⊕ Add

Power Automate

Learning Paths

Modules

<p>MODULE Describe the business value of the Microsoft Power Platform</p> <p>⌚ 53 min Microsoft Power Platform • Business Analyst • Beginner</p>	<p>MODULE Get started with Power Automate</p> <p>⌚ 51 min Microsoft Power Platform • Business User • Beginner</p>
<p>MODULE Use the Admin center to manage environments and data policies in Power Automate</p> <p>⌚ 36 min Microsoft Power Platform • Functional Consultant • Beginner</p>	<p>MODULE Build your first Power Automate for desktop flow</p> <p>⌚ 14 min Microsoft Power Platform • App Maker • Beginner</p>
<p>MODULE Build flows to manage user information</p> <p>⌚ 22 min Microsoft Power Platform • Business User • Beginner</p>	<p>MODULE Get started with AI Builder</p> <p>⌚ 30 min Microsoft Power Platform • Business User • Beginner</p>

Learning Path

<p>LEARNING PATH Automate a business process using Power Automate</p> <p>⌚ 4 hr 51 min Microsoft Power Platform • Business User • Beginner</p> 3% 	<p>LEARNING PATH Create and Manage Automated Processes by using Power Automate</p> <p>⌚ 3 hr 18 min Microsoft Power Platform • Business User • Intermediate</p> 4%
<p>LEARNING PATH Validate your Power Platform Functional Consultant skills</p> <p>⌚ 7 hr 55 min Microsoft Power Platform • Business Analyst • Intermediate</p> 29% 	<p>LEARNING PATH Automate processes with Robotic Process Automation and Power Automate for desktop</p> <p>⌚ 2 hr 4 min Microsoft Power Platform • App Maker • Intermediate</p> 8%
<p>LEARNING PATH Use best practices to secure and govern Microsoft Power Platform environments</p> <p>⌚ 6 hr 51 min Microsoft Power Platform • Administrator • Intermediate</p> 18% 	<p>LEARNING PATH Solution Architect: Design Microsoft Power Platform solutions</p> <p>⌚ 8 hr 8 min Microsoft Power Platform • Solution Architect • Advanced</p> 42%

Applied Skill

APPLIED SKILLS

Create and manage automated processes by using Power Automate

Microsoft Power Platform • Administrator • Intermediate

+ Add

Power Platform Advanced

Developer



= Possible Certification

Course PL-400

COURSE
Microsoft Power Platform Developer
Course PL-400T00--A: Microsoft Power Platform Developer
[Get started with self-directed learning](#) [Search for a training provider](#)

Course PL-500T00

COURSE
Microsoft Power Automate RPA Developer
Course PL-500T00--A: Microsoft Power Automate RPA Developer
[Get started with self-directed learning](#)

Course PL-600T00

COURSE
Microsoft Power Platform Solution Architect
Course PL-600T00--A: Microsoft Power Platform Solution Architect
[Get started with self-directed learning](#) [Search for a training provider](#)

Learning Path

COURSE
Microsoft Power Platform Developer
5 Days Microsoft Power Platform • Developer • Advanced [Add](#)

MODULE
Solution Architect series: Power Platform architecture
54 min Microsoft Power Platform • Solution Architect • Advanced [Add](#)
COMPLETED ✓

MODULE
Use imperative development techniques for canvas apps in Power Apps
53 min Microsoft Power Platform • Functional Consultant • Advanced [Add](#)
COMPLETED ✓

MODULE
Becoming a solution architect for Dynamics 365 and Microsoft Power Platform
1 hr 43 min Dynamics 365 • Solution Architect • Advanced [Add](#)
COMPLETED ✓

MODULE
Create formulas that use tables, records, and collections in a canvas app in Power Apps
39 min Microsoft Power Platform • Functional Consultant • Advanced [Add](#)
COMPLETED ✓

MODULE
Propose a solution as a Solution Architect for Microsoft Power Platform and Dynamics 365
40 min Dynamics 365 • Solution Architect • Advanced [Add](#)
COMPLETED ✓

Dynamics 365 Fundamentals

Learning Paths

Course MB-910



Microsoft Certified: Dynamics 365 Fundamentals (CRM)

Learning Path	Learning Path	Learning Path
<p>LEARNING PATH Explore the fundamentals of Microsoft Dynamics 365 Customer Insights</p> <p>⌚ 1 hr 26 min Dynamics 365 • Business Owner • Beginner</p> <p> + Add</p>	<p>LEARNING PATH Explore the fundamentals of Microsoft Dynamics 365 Customer Service</p> <p>⌚ 1 hr 28 min Dynamics 365 • Business Owner • Beginner</p> <p> + Add</p>	<p>LEARNING PATH Explore the fundamentals of Microsoft Dynamics 365 Sales</p> <p>⌚ 2 hr 10 min Dynamics 365 • Business Owner • Beginner</p> <p> + Add</p>
<p>LEARNING PATH Learn the fundamentals of Dynamics 365 projects</p> <p>⌚ 5 hr 54 min Dynamics 365 • Business Analyst • Beginner</p> <p> + Add</p>	<p>LEARNING PATH Prepare to teach MB-920: Microsoft Dynamics 365 Fundamentals (ERP)</p> <p>⌚ 2 hr 51 min Dynamics 365 • Higher Education Educator • Beginner</p> <p> + Add</p>	<p>LEARNING PATH Prepare to teach MB-910 Microsoft Dynamics 365 Fundamentals (CRM)</p> <p>⌚ 3 hr 45 min Dynamics 365 • Higher Education Educator • Beginner</p> <p> + Add</p>

Dynamics 365 Sales

Learning Paths

Course MB-210



Microsoft Certified: Dynamics 365 Sales Functional Consultant Associate

Learning Path

MODULE Boost sales performance with Microsoft Copilot for Sales 25 min Copilot • Business User • Beginner Add	MODULE Set up and configure Dynamics 365 Sales 44 min Dynamics 365 • Business User • Beginner Add	MODULE Describe Dynamics 365 Sales capabilities and related apps 52 min Dynamics 365 • Business Owner • Beginner Add	MODULE Manage Dynamics 365 model-driven app settings and security 20 min Dynamics 365 • Administrator • Beginner Add
MODULE Explore Dynamics 365 Sales 1 hr 18 min Dynamics 365 • Business Owner • Beginner Add	LEARNING PATH Explore the fundamentals of Microsoft Dynamics 365 Sales 2 hr 10 min Dynamics 365 • Business Owner • Beginner Add	MODULE Manage leads with Dynamics 365 Sales 1 hr 12 min Dynamics 365 • Functional Consultant • Intermediate Add	MODULE Work with requirements for Microsoft Power Platform and Dynamics 365 23 min Dynamics 365 • Solution Architect • Advanced Add
LEARNING PATH Work with Dynamics 365 Sales 8 hr 21 min Dynamics 365 • Functional Consultant • Intermediate 	MODULE Get started with Dynamics 365 Sales 41 min Dynamics 365 • Business User • Beginner Add	MODULE Manage opportunities with Dynamics 365 Sales 1 hr 7 min Dynamics 365 • Functional Consultant • Intermediate Add	MODULE Translate Dynamics 365 apps and documentation with Dynamics 365 Translation Service 1 hr 3 min Dynamics 365 • Solution Architect • Intermediate Add

Dynamics 365 Sales

Learning Paths

Course MB-210



Microsoft Certified: Dynamics 365 Sales Functional Consultant Associate

Learning Path

MODULE Boost sales performance with Microsoft Copilot for Sales ⌚ 25 min Copilot • Business User • Beginner ⊕ Add	MODULE Set up and configure Dynamics 365 Sales ⌚ 44 min Dynamics 365 • Business User • Beginner ⊕ Add	MODULE Describe Dynamics 365 Sales capabilities and related apps ⌚ 52 min Dynamics 365 • Business Owner • Beginner ⊕ Add	MODULE Manage Dynamics 365 model-driven app settings and security ⌚ 20 min Dynamics 365 • Administrator • Beginner COMPLETED ✓ ⊕ Add
MODULE Explore Dynamics 365 Sales ⌚ 1 hr 18 min Dynamics 365 • Business Owner • Beginner ⊕ Add	LEARNING PATH Explore the fundamentals of Microsoft Dynamics 365 Sales ⌚ 2 hr 10 min Dynamics 365 • Business Owner • Beginner ⊕ Add	MODULE Manage leads with Dynamics 365 Sales ⌚ 1 hr 12 min Dynamics 365 • Functional Consultant • Intermediate COMPLETED ✓ ⊕ Add	MODULE Work with requirements for Microsoft Power Platform and Dynamics 365 ⌚ 23 min Dynamics 365 • Solution Architect • Advanced COMPLETED ✓ ⊕ Add
LEARNING PATH Work with Dynamics 365 Sales ⌚ 8 hr 21 min Dynamics 365 • Functional Consultant • Intermediate ⊕ Add	MODULE Get started with Dynamics 365 Sales ⌚ 41 min Dynamics 365 • Business User • Beginner ⊕ Add	MODULE Manage opportunities with Dynamics 365 Sales ⌚ 1 hr 7 min Dynamics 365 • Functional Consultant • Intermediate ⊕ Add	MODULE Translate Dynamics 365 apps and documentation with Dynamics 365 Translation Service ⌚ 1 hr 3 min Dynamics 365 • Solution Architect • Intermediate ⊕ Add

Dynamics 365 Customer Insights - Journey



= Possible Certification

Learning Paths

Course MB-220



Exam MB-220: Microsoft Dynamics 365 Customer Insights (Journeys) Functional Consultant

Learning Path

LEARNING PATH Explore the fundamentals of Microsoft Dynamics 365 Customer Insights 1 hr 26 min Dynamics 365 • Business Owner • Beginner Add	LEARNING PATH Set up Dynamics 365 Customer Journeys and configure advanced settings 3 hr 30 min Dynamics 365 • Administrator • Intermediate Add	LEARNING PATH Use Success by Design for Dynamics 365 solutions 11 hr 36 min Dynamics 365 • Solution Architect • Advanced Add	LEARNING PATH Work with real-time features in Dynamics 365 Customer Insights - Journeys 4 hr 9 min Dynamics 365 • Functional Consultant • Intermediate Add
LEARNING PATH Work with outbound marketing features in Dynamics 365 Customer Insights - Journeys 6 hr 17 min Dynamics 365 • Functional Consultant • Intermediate Add	LEARNING PATH Design Dynamics 365 Solutions 4 hr 39 min Dynamics 365 • Business Analyst • Beginner 8% Add	LEARNING PATH Learn the fundamentals of Dynamics 365 projects 5 hr 54 min Dynamics 365 • Business Analyst • Beginner Add	LEARNING PATH Manage events in Dynamics 365 Customer Insights - Journeys 4 hr Dynamics 365 • Business User • Intermediate Add
LEARNING PATH Analyze insights in Dynamics 365 Customer Insights - Journeys 2 hr 15 min Dynamics 365 • Functional Consultant • Intermediate Add	LEARNING PATH Implement Dynamics 365 Projects 6 hr 28 min Dynamics 365 • Business Analyst • Beginner Add		

Dynamics 365 Customer Insights - Data

Learning Paths



= Possible Certification

Course MB-260



CERTIFICATIONS
Microsoft Certified: Dynamics 365 Customer Insights (Data) Specialty



Unlock customer intent with Dynamics 365 Customer Insights - Data

4 hr 57 min • Learning Path • 0 of 7 modules completed

Intermediate Functional Consultant Business User Administrator Dynamics 365 Customer Insights - Data

Unify customer data with prebuilt connectors, predict customer intent with rich segmentation, and maintain control of your customer data. This learning path starts with creating a unified profile and then working with your customer data.

This learning path helps prepare you for Exam MB-260: Microsoft Customer Data Platform Specialist.

Prerequisites

- Basic knowledge of Dynamics 365

[Start >](#) [Add](#)

Dynamics 365 Customer Service

Learning Paths

Course MB-230



Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate

Learning Path

<p>LEARNING PATH Work with cases in Dynamics 365 Customer Service</p> <p>Explore the fundamentals of Microsoft Dynamics 365 Customer Service</p> <p>Work with Knowledge Management Solutions in Dynamics 365 Customer Service</p> <p>Work with entitlements and service level agreements in Dynamics 365 Customer Service</p>	<p>LEARNING PATH Use Connected Customer Service with Dynamics 365</p> <p>Connect and engage with customers with Omnichannel for Dynamics 365 Customer Service</p> <p>Implement goal management in Dynamics 365 Sales and Customer Service</p> <p>Work with Customer Service Insights</p>	<p>LEARNING PATH Use Success by Design for Dynamics 365 solutions</p> <p>Design Dynamics 365 Solutions</p> <p>Get started with Dynamics 365 Customer Service scheduling</p> <p>Learn the fundamentals of Dynamics 365 projects</p>
<p>5 hr 52 min Dynamics 365 • Business User • Beginner 49% Add</p>	<p>1 hr 28 min Dynamics 365 • Business Owner • Beginner 96% Add</p> <p>2 hr 30 min Dynamics 365 • Business User • Beginner 75% Add</p> <p>2 hr 4 min Dynamics 365 • Business User • Beginner 55% Add</p>	<p>1 hr 20 min Dynamics 365 • Functional Consultant • Intermediate 26% Add</p> <p>7 hr 47 min Dynamics 365 • Administrator • Intermediate COMPLETED ✓ Add</p> <p>1 hr 18 min Dynamics 365 • Business User • Beginner 32% Add</p> <p>2 hr 10 min Dynamics 365 • Functional Consultant • Intermediate 8% Add</p>
<p>11 hr 36 min Dynamics 365 • Solution Architect • Advanced Add</p>	<p>4 hr 39 min Dynamics 365 • Business Analyst • Beginner Add</p> <p>1 hr 48 min Dynamics 365 • Functional Consultant • Intermediate Add</p> <p>5 hr 54 min Dynamics 365 • Business Analyst • Beginner Add</p>	

Dynamics 365 Field Service

Learning Paths

Course MB-240



Microsoft Certified: Dynamics 365
Field Service Functional Consultant
Associate

Learning Path

<p>LEARNING PATH Explore the fundamentals of Microsoft Dynamics 365 Field Service</p> <p>⌚ 1 hr 23 min Dynamics 365 • Business Owner • Beginner</p> <p> 62% Add</p>	<p>LEARNING PATH Use Success by Design for Dynamics 365 solutions</p> <p>⌚ 11 hr 36 min Dynamics 365 • Solution Architect • Advanced</p> <p> 8% Add</p>	<p>LEARNING PATH Working with Connected Field Service for Dynamics 365 and Azure IoT</p> <p>⌚ 6 hr 8 min Dynamics 365 • Business User • Intermediate</p> <p> 62% Add</p>	<p>LEARNING PATH Design Dynamics 365 Solutions</p> <p>⌚ 4 hr 39 min Dynamics 365 • Business Analyst • Beginner</p> <p> 8% Add</p>
<p>LEARNING PATH Implement Microsoft Dynamics 365 Field Service</p> <p>⌚ 7 hr 2 min Dynamics 365 • Functional Consultant • Intermediate</p> <p> 58% Add</p>	<p>LEARNING PATH Learn the fundamentals of Dynamics 365 projects</p> <p>⌚ 5 hr 54 min Dynamics 365 • Business Analyst • Beginner</p> <p> 62% Add</p>	<p>LEARNING PATH Manage work orders in Dynamics 365 Field Service</p> <p>⌚ 4 hr 28 min Dynamics 365 • Functional Consultant • Intermediate</p> <p> 62% Add</p>	<p>LEARNING PATH Implement Dynamics 365 Projects</p> <p>⌚ 6 hr 28 min Dynamics 365 • Business Analyst • Beginner</p> <p> 8% Add</p>
<p>LEARNING PATH Solve problems in real time with Dynamics 365 Remote Assist</p> <p>⌚ 1 hr 25 min Dynamics 365 • Administrator • Intermediate</p> <p> 5% Add</p>	<p>LEARNING PATH Get started with the features in Dynamics 365 Project Operations</p> <p>⌚ 13 hr 21 min Dynamics 365 • Functional Consultant • Intermediate</p> <p> 62% Add</p>	<p>LEARNING PATH Deploy Dynamics 365 Project Operations</p> <p>⌚ 4 hr 40 min Dynamics 365 • Administrator • Intermediate</p> <p> 62% Add</p>	<p>LEARNING PATH Universal Resource Scheduling in Microsoft Dynamics 365 Field Service</p> <p>⌚ 7 hr 5 min Dynamics 365 • Functional Consultant • Intermediate</p> <p> COMPLETED ✓ Add</p>