

# Microsoft Certified: Dynamics 365 Fundamentals – Skills Measured

**This document contains the skills measured on the exams associated with this certification. It does not include any upcoming or recent changes that have been made to those skills. For more information about upcoming or recent changes, see the associated exam details page(s).**

NOTE: The bullets that appear below each of the skills measured are intended to illustrate how we are assessing that skill. This list is not definitive or exhaustive.

NOTE: In most cases, exams do NOT cover preview features, and some features will only be added to an exam when they are GA (General Availability).

## Identify Microsoft platform components for Dynamics 365

### Describe integration capabilities

- integration across Dynamics 365 apps
- integration across Microsoft products
- integration with third-party apps
- custom integrations in Dynamics 365

### Describe Dynamics 365 cloud security

- encryption
- authentication
- data ownership
- data center access
- Single Sign On (SSO)
- Data loss protection (DLP)
- industry standard certifications (including GDPR)

### Describe the benefits of role-based security

- app role-based security
- leveraging security roles
- streamlined user experience
- out-of-the-box security roles

### Describe the business value of the Microsoft cloud

- Azure features used by Dynamics 365
- Platform as a Service (PaaS)
- Life Cycle Services (LCS)

### **Identify use cases for Power Platform in Dynamics 365**

- Power Apps
- Power BI
- Power Automate
- AI Builder
- Power Virtual Agents
- Common Data Model

### **Describe the benefits of Common Data Service**

- analytics
- extensibility
- interoperability
- consistency
- Common Data Model

### **Describe Dynamics 365 reporting capabilities**

- built in reporting
- role-based reporting
- extensible reporting

## **Describe artificial intelligence and mixed reality in Dynamics 365**

### **Describe use cases for Dynamics 365 AI**

- Dynamics 365 Fraud Protection
- Dynamics 365 Sales Insights
- Dynamics 365 Customer Insights
- Dynamics 365 Customer Service Insights

### **Describe use cases for mixed reality**

- Dynamics 365 Remote Assist
- Dynamics 365 Guides
- Dynamics 365 Layouts

## **Describe model-driven apps**

## **Describe the capabilities of Dynamics 365 Sales**

- dynamics 365 sales automation
- pipeline management
- contact management
- customer requests and follow up
- LinkedIn Sales Navigator

## **Describe the capabilities of Dynamics 365 Marketing**

- lead generation and qualifications
- customer journey
- surveys
- landing pages
- segmentation
- event management
- marketing forms

## **Describe the capabilities of Dynamics 365 Field Service**

- Resource Scheduling Optimization (RSO)
- Connected Field Service
- service resource scheduling
- proactive customer service
- Field Service Mobile

## **Describe the capabilities of Dynamics 365 Customer Service**

- account management
- omni channel service
- case life cycle
- knowledge articles
- service schedules

## **Describe Finance and Operations apps**

### **Describe the capabilities of Dynamics 365 Finance**

- General Ledger
- Accounts Payable
- Accounts Receivable
- project accounting
- budgeting
- global attributes and attribute groups

- end to end business processes
- real time cash flow visibility

### **Describe the capabilities of Dynamics 365 Human Resources**

- employee self-service
- personnel management
- benefits management
- employee development

### **Describe the capabilities of Dynamics 365 Business Central**

- finance
- supply chain
- Purchase Cycle
- project management
- sales and service
- budgeting
- when to use Business Central vs other Dynamics 365 products

### **Describe the capabilities of Dynamics 365 Supply Chain Management**

- cost accounting
- cost management
- procurement and sourcing
- inventory management
- warehouse management
- master planning
- Product Information Management (PIM)
- vendor collaboration
- transportation management
- asset management

### **Describe the capabilities of Dynamics 365 Commerce**

- unified commerce
- Channel Management
- merchandise management
- Modern Point of Sale (MPOS)
- analytical workspaces
- customer loyalty

**The exam guide below shows the changes that will be implemented on April 17, 2020.**

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- encryption
- authentication
- data ownership
- data center access
- [Single Sign On \(SSO\)](#)
- Data loss protection (DLP)
- industry standard certifications ([including](#) GDPR, ~~etc~~)

### **Describe ~~Understand~~ the benefits of role-based security**

- app role-based security
- leveraging security roles
- streamlined user experience
- out-of-the-box security roles

### **Describe ~~Identify~~ the business value of the Microsoft cloud**

- Azure features used by Dynamics 365
- [Platform as a Service \(PaaS\)](#)
- Life Cycle Services (LCS)

### **Understand ~~Identify~~ use cases for the use of Power Platform in Dynamics 365**

- Power Apps
- Power BI
- Power Automate
- AI Builder

- [Power Virtual Agents](#)
- Common Data [Service Model](#)

### **Describe Understand the benefits of ~~the~~ Common Data Service**

- analytics
- extensibility
- interoperability
- consistency
- [Common Data Model](#)

### **Describe Identify Dynamics 365 reporting capabilities**

- built in reporting
- role-based reporting
- extensible reporting

### **Describe Understand AI artificial intelligence and mMixed Rreality for in Dynamics 365**

#### **Leverage Describe use cases for Dynamics 365 AI ~~for data insights~~**

- [Dynamics 365](#) Fraud protection
- ~~[Virtual agents](#)~~
- [Dynamics 365](#) Sales insights
- [Dynamics 365](#) Customer Insights
- ~~[Relationship Insights](#)~~
- [Dynamics 365](#) Customer Service Insights

#### **Describe use cases for Leverage mixed reality**

- [Dynamics 365](#) Remote ~~a~~Assist
- [Dynamics 365](#) Guides
- [Dynamics 365](#) Layouts

### **Describe Understand model-driven apps**

#### **Describe Understand the capabilities of Dynamics 365 Sales**

- dynamics 365 sales automation
- pipeline management
- contact management
- customer requests and follow up
- LinkedIn Sales Navigator

### Describe Understand the capabilities of Dynamics 365 Marketing

- lead generation and qualifications
- customer journey
- surveys
- landing pages
- segmentation
- event management
- ~~Dynamics 365 for~~ marketing forms

### Describe Understand the capabilities of Dynamics 365 Field Service

- Resource Scheduling Optimization (RSO)
- Connected Field Service
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- Field Service Mobile

### Describe Understand the capabilities of Dynamics 365 Customer Service

- account management
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- case life cycle
- knowledge articles
- service schedules

### Describe Understand Finance and Operations apps

#### Describe Understand the capabilities of Dynamics 365 Finance

- General Ledger
- Accounts Payable
- Accounts Receivable
- project accounting
- budgeting
- global attributes and attribute groups
- end to end business processes
- real time cash flow visibility
- ~~enterprise asset management~~

#### Describe Understand the capabilities of Dynamics 365 Human Resources

- employee self-service
- personnel management

- benefits management
- employee development

### **Describe Understand the capabilities of Dynamics 365 Business Central**

- finance
- supply chain
- [Purchase Cycle](#)
- project management
- sales and service
- budgeting
- when to use Business Central vs other Dynamics 365 products

### **Describe Understand the capabilities of Dynamics 365 Supply Chain Management**

- ~~project-cost~~ accounting
- ~~modernize operations~~
- [Cost management](#)
- procurement and sourcing
- [Inventory management](#)
- ~~manufacturing~~
- warehouse management
- master planning
- product information [Management \(PIM\)](#)
- [Vendor collaboration](#)
- [Transportation management](#)
- [Asset management](#)

### **Describe Understand the capabilities of Dynamics 365 Commerce**

- ~~retail capability~~
- [Unified commerce](#)
- Channel Management
- [Merchandise management](#)
- [Modern](#) Point of Sale ([MPOS](#))
- [Analytical workspaces](#)
- [Customer loyalty](#)
- ~~mobile commerce~~