



# Microsoft Dynamics 365 Commerce Technical Training Curriculum

## — STRUCTURE —



## Microsoft Dynamics 365 Commerce Technical Training Curriculum

“Our MD 365 Commerce Technical training makes sure that you are way ahead of your colleagues. So, hurry up and enroll today to work smartly.”

### About Croma Campus:

Croma Campus Training & Development Private Limited is an education platform since 2010 providing rigorous industry-relevant programs designed and delivered in collaboration with world-class faculty and industry.

- Hands-On Live Projects
- Simulation Test Papers
- Industry Cases Studies
- 61,640+ Satisfied Learners
- 140+ Training Courses
- 100% Certification Passing Rate
- Live Instructor Classroom / Online Training
- 100% Placement Assistance

### Course Objectives:

- An overview of Microsoft Dynamics 365 Commerce platform
- Getting started with 365 Commerce channels
- MD 365 Commerce architecture and deployment
- Fraud detection in Microsoft Dynamics 365 Commerce platform

### Course Description:

Dynamics 365 Commerce delivers a complete Omni-channel solution that unifies back-office, in-store, and digital experiences to personalize customer engagement, increase employee productivity, optimize operations, and deliver better business outcomes.

The course will help you to learn MD 365 commerce Technical concepts, administration skills, overview, and fraud detection in MD 365 Commerce.

### Croma Campus Training Program Deliverables:

- **Session Recordings** - Original Class Room Voice & Video Recording
- **Training Material** - Soft Copy Handbooks
- **Assignments** | Multiple Hands-on Exercises
- **Test Papers** - We provide **Practice Test** as part of our course to help you prepare for the actual certification exam.
- **Live Case Studies**
- **Live Projects** - Hands-on exercises and Project work. You will work on real time industry-oriented projects and assignments for each module to practice.
- **Key focus on Hands-on exercises and Project work.** You will work on real time industry-oriented projects.
- Faculty with more than **10+ Years of Experience** in the Industry.
- **Technical Resume Designing & Job Assistance:** With more than 100+ Clients across the Globe and we help learners to get a good job in their respective field. We also help learners with resume preparation.

- **Interview Q&A**
- **About Croma Campus Training Certificate:** Croma Campus will provide you with an industry-recognized (Certified by **ISO 9001:2015** & **E-Cell IIT Jodhpur**) course completion certificate which has lifelong validity.
- **How I Unlock my Croma Campus Certificate:** Attend Complete Batch & Submit at least One Completed Project.

## **Course Content:**

### **Module 1: Introduction to Dynamics 365 Commerce**

Dynamics 365 Commerce delivers a complete Omni-channel solution that unifies back-office, in-store, and digital experiences to personalize customer engagement, increase employee productivity, optimize operations, and deliver better business outcomes.

- Introduction
- Overview
- Key features
- Additional capabilities
- Dynamics 365 Fraud Protection
- Test your knowledge
- Summary

### **Module 2: Get started with Dynamics 365 Commerce channels**

Dynamics 365 Commerce delivers a complete Omni-channel solution that unifies the operating system, in-store, and e-Commerce experiences to personalize customer engagement, increase employee productivity, optimize operations, and deliver better business outcomes.

- Introduction
- E-Commerce
- Point of sale (POS) and store operations
- Call center channels
- Commerce headquarters
- Check your knowledge
- Summary

### **Module 3: Introduction to Dynamics 365 Commerce architecture and deployment**

Dynamics 365 Commerce provides administrative capabilities, also referred to as the Commerce Headquarters component, which enables the configuration of products, employees, business processes, and other functionality that is required for the business. It is also an application that call center workers use to provide assisted Commerce-related workflows.

- Introduction
- Basic architecture and components
- Data distribution
- Commerce in-store topology options
- Check your knowledge

- Summary

## **Module 4: Get started with Dynamics 365 Fraud Protection**

Dynamics 365 Fraud Protection is a cloud-based solution that is designed for e-commerce, brick-and-mortar stores, and Omni-channel merchants to help protect their revenue and reputation by providing tools and capabilities to decrease fraud and abuse, reduce operational expenses, and increase acceptance rates, all while safeguarding user accounts from fraud exposure.

- Introduction
- Purchase Protection
- Account Protection
- Loss Prevention
- Check your knowledge
- Summary

## **Module 5: Placement Guide**

- Tips to clear an Interview
- Common Interview questions and answers
- Microsoft Dynamics 365 Commerce Technical Interview Questions
- Resume Building Guide
- Career roadmap and certifications
- Attempt for the Global Certification Exam
- Start applying for Jobs