Micro-cert: Dynamics 365 Functional Consultant Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s digital-first enterprise landscape, Dynamics 365 Functional Consultants play a pivotal role in bridging business needs with technology solutions. Micro-cert: Dynamics 365 Functional Consultant Training Courseis meticulously designed to equip professionals with in-demand skills in Dynamics 365 Finance, Supply Chain, Sales, Customer Service, and Operations. Participants will gain hands-on experience in configuring, customizing, and deploying end-to-end Dynamics 365 solutions, ensuring seamless business processes and enhanced organizational efficiency.

This micro-certification program combines practical learning, real-world case studies, and industry-aligned modules to empower learners with the ability to become certified Dynamics 365 Functional Consultants. By leveraging cutting-edge tools, ERP best practices, and workflow automation techniques, this course positions participants to deliver measurable business outcomes and maximize ROI for organizations embracing digital transformation.

Programme Curriculum

Micro-cert: Dynamics 365 Functional Consultant Training Course

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Course Duration

10 days

Course Objectives

1. Master core functionalities of Dynamics 365 Finance & Operations.
2. Understand customer engagement and CRM best practices.
3. Gain proficiency in business process automation.
4. Configure modules for Finance, Sales, and Supply Chain Management.
5. Implement data migration strategies and integration solutions.
6. Apply reporting, dashboards, and analytics for informed decision-making.
7. Develop skills in workflow management and process optimization.
8. Execute real-world case studies for practical learning.
9. Explore Power Platform integration with Dynamics 365.
10. Ensure compliance, governance, and security in ERP deployments.
11. Learn troubleshooting and issue resolution techniques.
12. Prepare for Microsoft Dynamics 365 certification exams.
13. Enhance career growth with high-demand ERP functional consultant skills.

Target Audience

1. Aspiring Dynamics 365 Functional Consultants
2. ERP Business Analysts
3. Finance and Accounting Professionals
4. Supply Chain and Operations Managers
5. IT Professionals and System Integrators
6. Project Managers handling ERP implementations
7. CRM Specialists
8. Digital Transformation Enthusiasts

Course Modules

Module 1: Introduction to Dynamics 365

- Overview of Dynamics 365 ecosystem
- Key differences between CRM & ERP modules
- Cloud vs On-premises deployment
- Licensing and subscription models
- Case Study: Choosing the right Dynamics 365 solution for a mid-size company

Module 2: Dynamics 365 Finance Fundamentals

- Chart of Accounts configuration
- Ledger, journal entries, and budgeting
- Accounts payable and receivable management

- Financial reporting and analytics
- Case Study: Streamlining finance operations for a retail chain

Module 3: Dynamics 365 Supply Chain Management

- Product information management
- Inventory and warehouse management
- Procurement and sourcing
- Production control and planning
- Case Study: Optimizing inventory for a manufacturing firm

Module 4: Sales and Marketing

- Lead and opportunity management
- Sales forecasting and pipeline tracking
- Marketing automation tools
- Customer segmentation and analytics
- Case Study: Enhancing B2B sales conversions

Module 5: Customer Service

- Case and service management
- Service-level agreements (SLAs)
- Knowledge base management
- Multi-channel service delivery
- Case Study: Improving customer satisfaction in a telecom company

Module 6: Project Operations

- Project planning and resource allocation
- Timesheet and expense management
- Project costing and billing
- Performance analytics
- Case Study: Delivering IT projects efficiently using Dynamics 365

Module 7: Human Resources

- Employee onboarding and management
- Leave and absence tracking
- Performance and competency management
- Payroll integration and compliance
- Case Study: Automating HR processes for a global firm

Module 8: Power Platform Integration

- Introduction to Power Automate, Power Apps, and Power BI
- Workflow automation
- Custom app development
- Reporting dashboards and KPIs
- Case Study: Streamlining reporting with Power BI

Module 9: Data Management

- Data import/export processes
- Data migration strategies
- Data validation and cleansing
- Integration with third-party systems
- Case Study: Migrating legacy ERP data to Dynamics 365

Module 10: Security and Compliance

- Role-based security configuration
- GDPR and data privacy considerations
- Auditing and monitoring
- Access controls and permissions
- Case Study: Implementing security for a financial services company

Module 11: Advanced Financial Management

- Cost accounting and fixed assets
- Budget control and forecasting
- Consolidation and intercompany processes
- Financial analytics and reporting
- Case Study: Enhancing financial accuracy for a multinational

Module 12: Advanced Supply Chain

- Demand forecasting and planning
- Vendor collaboration and procurement automation
- Advanced warehouse operations
- Transportation management
- Case Study: Reducing supply chain bottlenecks for a manufacturer

Module 13: Workflow and Process Optimization

- Business process modeling
- Workflow automation
- Approval chains and notifications
- Performance monitoring
- Case Study: Automating approvals in a service organization

Module 14: Troubleshooting and Issue Resolution

- Identifying system errors
- Log analysis and debugging
- Common configuration issues
- Escalation processes and resolution best practices
- Case Study: Resolving ERP implementation challenges

Module 15: Certification Preparation

- Exam structure and syllabus overview
- Key focus areas and exam tips
- Mock tests and practice scenarios
- Knowledge reinforcement through quizzes

- Case Study: Preparing a team for Dynamics 365 certification

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com