

# CONFIGURE DYNAMICS 365 CUSTOMER EXPERIENCE MODEL-DRIVEN APPS (MB-280T01)

Course Code: 834076

This course is designed to help students learn the skills necessary to configure the Dynamics 365 customer experience model-driven apps.

With model-driven apps, organizations can customize their user experiences with little to no code and create powerful applications that empower their users and increase productivity. This course is designed to help students learn the skills necessary to configure the Dynamics 365 customer experience model-driven apps, which include Dynamics 365 Sales and Dynamics 365 Customer Insights. In this course, students will learn how to create tables and columns, work with Microsoft Dataverse, and configure the user experience inside a model-driven application. This course is part of a four-course series (MB-280T01-T04) aligning to the MB-280 certification exam.

## What You'll Learn

Students will learn to,

- Get started using Dataverse
- Create relationships, business rules, calculations, and rollups in Dataverse
- Customize the command bar in Power Apps
- Visualize, import, and export Microsoft Dataverse data

## Who Needs to Attend

This course is designed for IT or marketing professionals who want to learn how to leverage model-driven applications, Dynamics 365 Sales, Dynamics 365 Customer Insights, and Microsoft 365 Copilot for Sales for their organizations. Students should be familiar with Microsoft Power Apps and basic data modeling principles. Students should be familiar with the Dynamics 365 customer experience suite, including Dynamics 365 Sales and Dynamics 365 Customer Insights.

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CLASSROOM LIVE

\$675 CAD

1 Day

## Classroom Live Outline

### **Module 1: Get started using Dataverse**

- Create and manage environments in Dataverse
- Create tables in Dataverse
- Manage tables in Dataverse
- Create and manage columns within a table in Dataverse
- Working with choices in Dataverse
- Load/export data and create data views in Dataverse
- Connect to other data in a Power Apps canvas app

### **Module 2: Create relationships, business rules, calculations, and rollups in Dataverse**

- Create a relationship between tables in Dataverse
- Define and create business rules in Dataverse
- Create and define calculation or rollup columns in Dataverse

### **Module 3: Customize the command bar in Power Apps**

- Customize the command bar
- Common command bar scenarios
- Advanced command bar concepts

### **Module 4: Visualize, import, and export Microsoft Dataverse data**

- Visualize data with Dataverse views
- Use Power Query to load data in Dataverse
- Use Microsoft Word and Excel templates with Dataverse
- Export data from Dataverse and use Microsoft Excel to edit records
- Use Azure and external tools to manipulate data

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VIRTUAL CLASSROOM LIVE

\$675 CAD

1 Day

## Virtual Classroom Live Outline

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Jun 8 - 8, 2026 | 9:00 AM - 5:00 PM EDT

Sep 14 - 14, 2026 | 9:00 AM - 5:00 PM EDT

Dec 7 - 7, 2026 | 9:00 AM - 5:00 PM EST



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PRIVATE GROUP TRAINING

1 Day

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