

## Dynamics 365 for Customer Engagement: Customization

Dynamics 365 for Customer Engagement apps gives you powerful customization and app making capabilities that don't require you to write a single line of code.

With a comprehensive set of WYSIWYG designer and editor tools, most anyone can fully customize Dynamics 365 for Customer Engagement apps or create their own custom apps.

### Détails

- **Code** : MB-CRM-C
- **Durée** : 2 jours ( 14 heures )

#### Public

- Architectes
- Chefs de projets
- Consultants
- Consultants informatiques
- Développeurs
- Ingénieurs

#### Pré-requis

### Objectifs

### Programme

#### Outline

- Understand customization options
- Privileges requires
- Supported and unsupported customization
- Customize or create applications
  - Create a theme
  - Create and design forms, views, dashboards and charts
  - Customize the mobile app
  - Design an app using App Designer
- Create custom business logic
  - Work with business process flows
  - Create or edit business rules and recommendations
  - Workflows overview
  - Actions overview
- Customize entities, relationships and fields
- Work with solutions
- Create or edit a web resource
- Work with international feature
- Developer resources

### Modalités

- **Type d'action** :Acquisition des connaissances
- **Moyens de la formation** :Formation présentielle – 1 poste par stagiaire – 1 vidéo projecteur – Support de cours fourni à chaque stagiaire
- **Modalités pédagogiques** :Exposés – Cas pratiques – Synthèse
- **Validation** :Exercices de validation – Attestation de stages