



Boot Camp 100
Introduction to Model-Driven Apps

Course Level: 100



Explore Dynamics 365 and Power Apps model-driven apps from an end-user perspective. This course is the cornerstone to understanding how end-users will login/access model-driven apps and work with core records of the underlying Microsoft Dataverse database, while learning important terminology, navigation, and fundamental features of model-driven apps. Learners will practice model-driven app skills in the context of the Dynamics 365 Sales Hub app.



At A Glance:

Boot Camp 100 – Introduction to Model-Driven Apps



Why Enroll?

Learn the fundamental skills of using a model-driven app from the perspective of end users. Get a solid introduction to working within model-driven apps



Key Takeaways

Introduction to Dynamics 365, Power Platform user experiences, navigation, terminology, and core user functionality



Who to Enroll?

- Administrators
- System Customizers
- Power Users
- Subject matter experts and stakeholders of CRM processes



Register

Register for Boot Camp 100 today!

[Click to Register.](#)



About This Training



Intended Audience

- Individuals who will be setting up, administrating, and maintaining Dynamics 365 Business applications or custom Power Apps model-driven apps for their organizations.
- Power users, administrators, and subject matter experts migrating from other CRM solutions or as a first exposure to working with CRM platforms to fully grasp the functionality of model-driven apps.
- Key stakeholders of processes may also attend in order to understand the capabilities of the application.

Important note! The course is not recommended for application end-users, who will benefit more from training around customized processes specific to their job role.



Recommended Prerequisites

Prerequisites are recommendations, and while not required, they are highly advised to ensure a successful learning experience:

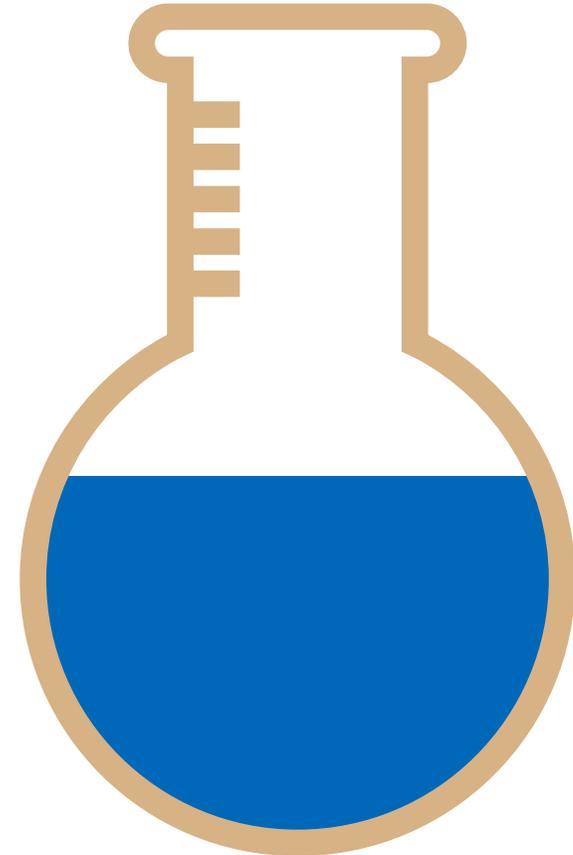
- Understanding of data or relational databases is helpful
- Understanding of key business use cases at your organization



Key Takeaways

This Training Will Allow You To:

- Navigate the model-driven app interface
- Search for information in apps and views
- Describe the purpose of the account and contact tables
- Create, modify, assign and delete accounts and contacts
- List available activity types and their uses
- Create, modify and complete activities
- Add notes and attachments to records
- Apply email templates and email signatures
- Use advanced filter capabilities and export data to excel
- Produce in-app analytics with charts, dashboards and views





SESSION 1



SESSION 2



SESSION 3

SESSION 1

ABOUT MODEL-DRIVEN APPS

- Introductions/Agenda
- CRM Concepts & Basics
- Infrastructure & User Experiences
 - Web
 - Mobile
 - App for Outlook
- Access Trial Environment

NAVIGATION AND WORKING WITH RECORDS

- Basic Navigation and Terminology
- Searching
 - Dataverse Searching
 - Quick Find
- Working with Records
 - Record types and core records of Dataverse Model
 - Record Actions, Ownership, and Management
 - Form Navigation



SESSION 1



SESSION 2



SESSION 3

SESSION 2

WORKING WITH ACTIVITIES AND FILTERING LISTS

- Working with Activities
 - Definition & Uses
 - Timelines
 - Activity Management Best Practices
- Email Templates & Email Signatures
- Advanced Find & Export to Excel



SESSION 1



SESSION 2



SESSION 3

SESSION 3

DATA & REPORTING

- Personal vs System Charts
- Personal vs System Dashboards
- Reporting
 - Default Reports
 - Report Wizard
 - Report Alternatives
- Document Templates
 - Excel
 - Word
- Goal Record Management
 - Goal Metrics
 - Goals
 - Roll-Up Queries



Related Courses

Boot Camp Series

- Boot Camp 200 – Dataverse Administration & Security
- Boot Camp 300 – Dataverse System Customizer
- Boot Camp 400 – Dataverse Processes

Dynamics 365 Application Overviews

- Dynamics 365 Sales
- Dynamics 365 Customer Service
- Dynamics 365 Field Service
- Dynamics 365 Marketing
- Dynamics 365 Project Operations Lite

Reporting Capabilities

- Power BI for Beginners
- Power BI Intermediate



Dynamics 365 University is designed to be **foundational training for those responsible for implementing and supporting Dynamics 365** within your organization. Dynamics 365 University focuses on out-of-the-box features and functionality **training for your core team**. Participants get an understanding of how the Dynamics 365 processes and architecture can be leveraged and customized to **support your unique organizational processes**.

GET STARTED