

# Microsoft - Introduction to sales in Dynamics 365

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**Course Number: AB-6003**

**Duration: 1 days**

## Overview

## Course Description

Important

\*\*This course will release on 6/30/2026.

This course will teach you how to enhance and automate business processes using customer engagement apps for Dynamics 365, while incorporating native interconnectivity with Microsoft 365. You will also learn to unify profiles, tailor personalized customer journeys with AI-assisted Dynamics 365 Customer Insights, and improve selling efficiency through AI-driven Sales features within Dynamics 365 Sales.

## Audience Profile

This course is designed for professionals who aim to enhance and automate business processes using Dynamics 365 customer engagement apps, while leveraging native interconnectivity with Microsoft 365. It is ideal for those looking to unify profiles, create personalized customer journeys with AI-assisted Dynamics 365 Customer Insights, and improve selling efficiency through AI-driven Sales features.