

# A CONTINUAL TRAINING PLATFORM TO DRIVE ADOPTION AND BUSINESS OUTCOMES

Welcome to D365 University and The Corporate Training Program. The D365 University Platform is an online learning management system (LMS) containing a wide array of curriculum designed to provide ongoing guidance and coaching. The content is a mix of technical and role-based user training and is available 24/7 on virtually any device. Our unique approach to training combines proven best practices with the ability to develop customized content for your team members to be consumed over time. D365 University is an annual program that provides unlimited access to content for all your employees throughout the year.

## EFFECTIVE TRAINING IS NOT A “ONE AND DONE” PROPOSITION

How often have you performed training on new solutions at the onset of launching them, only to see your users retain a small percentage of the content provided! Our Corporate Training Program is uniquely positioned to stage the right training at the right time. Combined with tools to gauge compliance and retention, managers will be able to coach where it is most needed.

## D365 University and The Corporate Training Program

At the onset of your Program, Fullscope will assign your organization with a Training Consultant. This individual will facilitate a session with your team to discuss your specific training needs, help organize your initial set of curriculum and assist in getting your Training Administrator prepared.

D365 Admin Training



D365 Sales Training



D365 Marketing Training



## D365 Sales Administration Training



The Administrator Training Program is a highly structured, four-stage course for administrators and super-users. It is developed to ready your organization with highly proficient administrators who will keep your solution running at optimal performance! This is the same foundational training that our own consultants go through when joining our team.



### Blue & Purple Belt Levels

These courses include introductory configuration and personalization competencies designed to form the foundation for any employee that will serve as a designated super user or administrator.



### Brown Belt Level

The Brown Belt training level takes attendees to a higher degree of administrative ability by introducing advanced data management and integration techniques.



### Black Belt Level

This is the most advanced level within our training program; transforming your administrators and super users into D365 for Sales experts.

## CRM Sales for Sales Representatives and Inside Sales



Our Sales Training Program is designed with direct input from sales leaders with years of experience in sales methodologies, training, coaching and sales leadership. We'll help you more effectively leverage the platform to improve personal and team sales performance.



### Sales Level 1

This course deals with the basics of selling with Dynamics 365 for Sales and takes logical steps through the whole process. We discuss concepts and processes during several key whiteboard sessions that will ease you into the training modules within this first level.



### Sales Level 2

Building on the learning from Level 1, this course focuses on use of Dynamics 365 for Sales and the specific day-to-day activities that attendees will need to master. After completing all the modules, you will know how to personalize the solution for your own benefit.



### Sales Level 3

The final step in our three-part series enhances the skills already learned and helps you to maximize your operational effectiveness with the platform. Ultimately, this course is all about selling more and delivering on your business outcomes.

## D365 for Sales for the Sales Manager



This course covers a mixture of conceptual and practical lessons designed around how managers and directors use the platform in different ways. The underlying objective of this curriculum is to help the sales manager retrieve the answers that they need daily from the solution while identifying coaching opportunities to improve the overall effectiveness of their team members.

## D365 for Sales – Customer Specific Curriculum



Given that every customer has different needs, the Program and platform are designed so that you can piece together content from all of the above into a custom curriculum track specific to your needs. The ability for your organization to create your own content and add this into the program is also available is desired.

## D365 for Marketing



This 30 minute course is perfect for those who are new to marketing within Microsoft Dynamics 365 (formerly Dynamics CRM). This course covers how to effectively use Activities, Campaigns and Marketing Lists in Dynamics 365. At the end of this course you will be able to create Marketing Lists, associate targeted lists of prospects and track your campaign results. It is recommended that the Sales Level 1 course is completed prior to taking Marketing Level 1.

## Get Started



The Program includes unlimited access to content from any device, personalized progress views, support for your LMS administration, regular update newsletters, customer specific course creation and more. Videos can be translated into almost any language either as subtitles or voice-overs.

Start Your Training Journey Today!