

## GET CERTIFIED

Mastery of the subject. Increased productivity. Faster troubleshooting. Better decision making and job performance. Sound like things you want? Then get certified. Global Knowledge is here to help you to learn the skills you need to obtain your desired Microsoft certification and find out which courses and exams will get you there.

## BE MORE PRODUCTIVE AND GET HIRED FASTER

Microsoft Certified Professionals spend less time interviewing and more time driving value. Adding a Microsoft certification to your resume helps you stand out and get hired faster. What's more, certified new hires are fully productive an entire month sooner than their uncertified peers, making your skills clearly stand out.

Earn a role-based certification that shows you are keeping pace with today's technical roles and requirements. Skill up, prove your expertise to employers and peers, and get the recognition and opportunities you've earned.

## MICROSOFT BUSINESS APPS CERTIFICATIONS

Utilise Microsoft business apps to run and grow your company, from customer relationship management software to business management tools. These apps are designed to increase productivity and enhance communication. Dynamics 365, PowerApps, PowerAutomate, and PowerBI enable our teams to build solutions in hours instead of months, and easily connect systems with data to provide integrated solutions and comprehensive business analytics. Global Knowledge helps you learn more about Microsoft's intelligent business applications to accelerate delivery and unify processes with no code or low code solutions.

Global Knowledge has rolled out all the courses that correlate with the new Microsoft certifications. With one Microsoft student trained every 10 minutes, Global Knowledge has the broadest and deepest Microsoft portfolio in the world. Train with the best.

## TECHNOLOGY DOES NOT STOP. NEITHER CAN YOU

You closed a skills gap today. But what about tomorrow? In IT, skill-building should be continuous. You have to keep running to keep pace with technological changes, and you do that through continuous learning. Continuous learning is your ally in this constant evolution. And that's the fun of IT, right?

IT professionals are always learning innovative skills and solving problems. There's always something new to discover — and that's exciting. Discover new frontiers with Microsoft Role Based Certifications.

[www.globalknowledge.com](http://www.globalknowledge.com)



Global Knowledge  
Building skills to enable success



## POWER PLATFORM CERTIFICATIONS

Now more than ever, organisations have embraced the value of using data to drive business outcomes. They have adopted the cloud to store mass quantities of data and have become more efficient at harnessing data and signals coming from a multitude of sources such as web traffic, social media and business systems such as CRM/ ERP applications. The Power Platform is the platform that uses the Common Data Service and allows you to truly integrate data from all kinds of sources and use them for apps and workflows.

Make use of the full potential of the Power Platform with:



**Power BI - Make informed, confident business decisions by putting data-driven insights into everyone's hands.**



**Power Apps - Turn ideas into organisational solutions by enabling everyone to build custom apps that solve business challenges.**



**Power Automate - Boost business productivity to get more done by giving everyone the ability to automate organisational processes.**

Start learning today and get the certifications to show your competence on the Power Platform.



**Power Platform Fundamentals**  
Exam PL-900 | Course M-PL900  
Prove you understand the core capabilities of the Power Platform—from business value and core product capabilities to building a basic Power Apps canvas app, connecting data sources, automating with Microsoft Power Automate, and creating a Power BI dashboard.



**Dynamics 365 Fundamentals**  
Exam MB-901 | Course M-MB901  
Start learning about Dynamics 365 and demonstrate foundational knowledge. This training course can be taken as a precursor to Dynamics 365 certifications and training.



**Professional BI Reporting**  
Exam 70-778 | Course M20778 & Exam 70-779 | Course M20779  
Demonstrate knowledge relevant to data analysis, data visualization, modelling, dashboards, and direct connectivity to data sources. Experience consuming and transforming data, modelling and visualizing data, and configuring dashboards using Excel and Power BI.



## Power Apps + Dynamics 365 Developer Associate

Exam MB-400 | Course M-MB400  
Developers who work with Microsoft Power Apps and Dynamics 365 are responsible for designing, developing, securing, and extending a Dynamics 365 implementation. Candidates implement components of the solution that include application enhancements, custom user experience, system integrations, data conversions, custom process automation, and custom visualizations.



## Power Apps + Dynamics 365 Solution Architect

Exam MB-600 | Course M-MB600  
Solution Architects for Microsoft Power Apps model-driven apps in Dynamics 365 lead successful implementations and focus on how solutions address the broader business and technical needs of organisations. A Solution Architect has functional and technical knowledge of the Power Platform model-driven apps in Dynamics 365, such as Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Sales, related Microsoft cloud solutions, and other third-party technologies.



## Power Apps + Dynamics 365 Solution Architect Expert

Exam MB-700 | Course M-MB700  
Solution Architects for Microsoft Power Apps model-driven apps in Dynamics 365 lead successful implementations and focus on how solutions address the broader business and technical needs of organisations.

## MANAGE CUSTOMER RELATIONS

Start learning how to increase profitability by streamlining administrative processes in your sales, marketing, and service divisions, and letting you focus on building and maintaining the customer relationships that matter.

## Dynamics Sales

Dynamics 365 Sales enables sales people to build strong relationships with their customers, take actions based on insights, and close sales faster. Use Dynamics 365 Sales to keep track of your accounts and contacts, nurture your sales from lead to order, and create sales collateral. It also lets you create marketing lists and campaigns, and even follow service cases associated with specific accounts or opportunities. It contains:

- Dynamics 365 Sales Enterprise - full sales capabilities
- Dynamics 365 Sales Professional - core sales functions for businesses with simpler sales force needs
- Dynamics 365 Sales Insights - is a suite of features that continuously analyse the vast collection of customer-interaction data.



## Microsoft Certified: Dynamics 365 Sales Functional Consultant Associate

Exam MB-210 | Course M-MB210  
Microsoft Dynamics 365 Sales Functional Consultants implement solutions that anticipate and plan customer connections, manage deals through processing and closing, and accelerate sales team performance using data analytics.

## Dynamics Marketing

Dynamics 365 Marketing is a marketing-automation application that helps turn prospects into business relationships. The app is easy to use, works seamlessly with Dynamics 365 Sales, and has built-in business intelligence.



## Dynamics 365 Marketing Functional Consultant Associate

Exam MB-220 | Course M-MB220  
Microsoft Dynamics 365 Marketing Functional Consultants implement solutions that attract and convert leads, build brand awareness, standardise omnichannel messaging, and deliver marketing insights.

## Dynamics 365 Customer Service

Build great customer relationships by focusing on optimum customer satisfaction with the Customer Service apps. Customer Service provides many features and tools that organisations can use to manage the services they provide to customers.



## Dynamics 365 Customer Service Functional Consultant Associate

Exam MB-230 | Course M-MB230  
Microsoft Dynamics 365 Customer Service Functional Consultants build CX solutions that are fast, agile, and leverage AI to drive actionable insights that anticipate customer needs.

## Dynamics 365 Field Service

The Dynamics 365 Field Service business application helps organisations deliver on-site service to customer locations. The application combines workflow automation, scheduling algorithms, and mobility to set mobile workers up for success when they're on-site with customers fixing issues.



## Dynamics 365 Field Service Functional Consultant Associate

Exam MB-240 | Course M-MB240  
Microsoft Dynamics 365 Field Service Functional Consultants configure the Field Service application, implement solutions that manage the field service lifecycle, and deploy the Connected Field Service (IoT) solution.

## AUTOMATE AND MODERNISE FINANCES

### Dynamics 365 Finance

Automate and modernise your global financial operations with Dynamics 365 Finance. Monitor performance in real time, predict future outcomes, and make data-driven decisions to drive business growth.

Close books faster and simplify global financial management with in-depth reporting capabilities, financial intelligence, and embedded real-time analytics. Activate flexible and agile financial reporting that supports multiple legal entities and currencies in a single instance that natively handles foreign exchange and shortening end-of month process.

Increase profits and improve cashflow with machine learning predictive recommendations and proactive guidance for timely customer payments.



## Dynamics 365 Finance Functional Consultant Associate

Exam MB-310 | Course M-MB310  
Dynamics 365 Finance Functional Consultants unify global financials and operations; automate tasks and workflows; and streamline customer ordering, selling, invoicing, and reporting



## Dynamics 365: Finance and Operations Apps Developer Associate

Exam MB-500 | Course M-MB500  
Developers who work with Finance and Operations apps in Microsoft Dynamics 365 implement and extend applications to meet the requirements of the business. Candidates provide fully realised solutions by using standardised application coding patterns, extensible features, and external integrations.



## Dynamics 365: Finance and Operations Apps Solution Architect Expert

Exam MB-700 | Course M-MB700  
Solution Architects for Finance and Operations apps in Microsoft Dynamics 365 are trusted advisors who consult with organisations and implementation team members to refine business needs into a well-defined and cost-effective solution.

## MAKE OPERATIONS PROACTIVE

### Dynamics Supply Chain Management

Transform your manufacturing and supply chain operations with Dynamics 365 Supply Chain Management. Use predictive insights and intelligence from AI and Internet of Things (IoT) across planning, production, inventory, warehouse, and transportation management to maximise operational efficiency, product quality, and profitability.



## Dynamics 365 Supply Chain Management, Manufacturing Functional Consultant Associate

Exam MB-320 | Course M-MB320  
Dynamics 365 Supply Chain Management, Manufacturing Functional Consultants integrate digital and physical systems; improve visibility, manufacturing efficiency, and flexibility; and lower costs for their clients.



## Dynamics 365 Supply Chain Management Functional Consultant Associate

Exam MB-330 | Course M-MB330  
Dynamics 365 Supply Chain Management Functional Consultants streamline cost accounting, inventory management, master planning, and warehouse management for their clients.

## FILL YOUR SKILLS GAP

A skills gap is a gap between the skills an employee has and the skills he or she actually needs to perform a job well. Skills gaps vary depending on the job in question and the types of skills required for the job. Until an employee receives training, there is a gap between the skills he or she has and those required to perform well on the job. The availability of key skills continues to be a risk for a lot of organisations. Prove your value and fill your own skills gap.

As Microsoft Learning partner of the Year we offer a breadth of solutions to suit your learning needs, empowering you to achieve your training goals. Our Microsoft Certified Trainers have completed rigorous training and have met stringent technical certification requirements.

## EXAM AND CERTIFICATION BADGES

Let the world know about your achievement as soon as you pass an exam or earn a certification with a digital badge. Digital badges allow you to easily share your skills in a way that is trusted and verifiable.

Your Microsoft badge empowers you to:

- Easily share your certifications and exams with your professional network.
- Learn which employers are looking for individuals with your skills.
- Discover the salary you can expect in jobs that require your skills.
- Search for new job opportunities associated with your certification and apply in just a few clicks.

## GET THE SKILLS YOU NEED

Successful implementations depend on the individuals tasked with deploying the new technology, the team that will support it, and those who will use the it. Global Knowledge training will empower your team to proactively address deployment and usage challenges through a combination of valuable, flexible, and trusted training courses. Prepare every member of your team with the skills they need to ensure a smooth, informed deployment, and fuel productivity in the modern workplace.



## MICROSOFT TRAINING DESIGNED FOR YOUR NEEDS

When you take Microsoft training from Global Knowledge you can rest assured that you are getting the most updated material in the best format delivered by experts in the industry. From individual Microsoft courses to specialised Microsoft boot camps, we pride ourselves on helping you attain the skills you need to prepare for whatever your job role demands. Choose the option that's right for your learning style and budget.

We'll take you the rest of the way by delivering the content you need in the most engaging way possible and reinforcing it — so you broaden your expertise.

## Role-based Certifications

Earn a role-based certification that shows you are keeping pace with today's technical roles and requirements. Skill up, prove your expertise to employers and peers, and get the recognition and opportunities you've earned.

Global Knowledge has been recognised as 2019 Microsoft Learning Partner of the Year Award Winner.



2019 Partner of the Year Winner  
Learning Award

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## DELIVERY FORMATS



### CLASSROOM LIVE

- Interact face-to-face with subject matter experts.
- Work on state-of-the-art equipment in a ready-to-learn environment.
- Training locations located around the world.



### VIRTUAL CLASSROOM LIVE

- Experience live instructor-led online training from the location of your choice.
- Participate in exercises and collaborate with peers, similar to a physical classroom.
- Enjoy the flexibility of cross-platform support.



### ON DEMAND

- Convenient 24/7 access to instructor-led videos and hands-on activities.
- Training that fits into your schedule.
- Learn at your own pace and on any device.

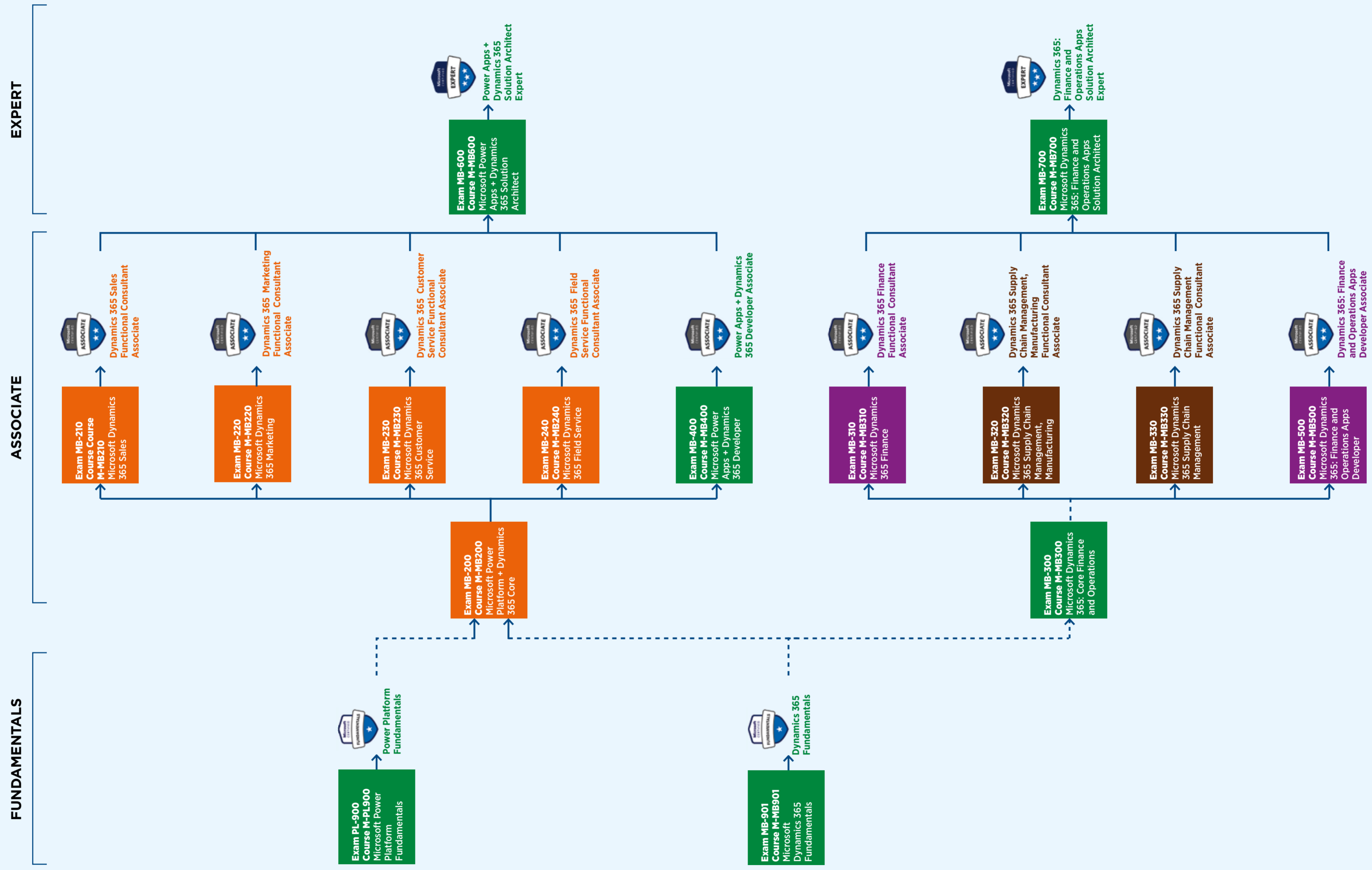


### PRIVATE COMPANY TRAINING

- Train your team, department or organization at a site of your choice or online.
- Customise curriculums and course materials to fit your objectives.
- Private access to subject matter experts.

# Microsoft Role-based Certifications Tracks

## BUSINESS APPS



Global Knowledge®

Book your next role-based training course now: [www.globalknowledge.com](http://www.globalknowledge.com)

.... Optional

— Required path, choose one