



## Microsoft Dynamics 365 Fundamentals (CRM)

Certification website: [Microsoft Certified Fundamentals :: Certiport \(pearsonvue.com\)](https://www.pearsonvue.com/certification/microsoft-certified-fundamentals-crm)

### Credential Summary

This exam covers the features and capabilities of Microsoft Dynamics 365 customer engagement apps. Candidates of this exam should have general knowledge of or relevant working experience in an Information Technology (IT) environment. They should also have a fundamental understanding of customer engagement principles and business operations.

### Overview

- **Related Instructional Hours:** No requirements
- **Exam details:** MB-910
- **Third party testing provider:** Pearson Vue
- **Exam cost:** \$99
- **Renewal details:** Certification does not require renewal

### Job Opportunities

- **Relevant SOC codes**
  - Customer Service Representatives 43-4051
- **Demand information**
  - Average flame ranking = 2.08/5
- **Average Wages**
  - \$40,930 (19.68 per hour)  
(Average wages pulled as of October 2023)

### Knowledge, Skills, and Competencies

- Describe Dynamics 365 Customer Insights - Journeys
- Describe Dynamics 365 Sales
- Describe Dynamics 365 Customer Service
- Describe Dynamics 365 Field Service
- Explore core capabilities of customer engagement apps

### Post Secondary Relevance

- **Next level programs of study**
  - Cloud and Server Operations
  - Information Technology
  - Business Management
  - Management Fundamentals
  - Business Administration

### Industry Support

- Office Pro