

# Microsoft Dynamics 365 Certification Guide: Your Path to Success

Whether you're just starting your journey with Microsoft Dynamics 365 or already working with CRM and ERP applications, understanding the certification paths can be a game-changer. This guide will help you navigate the entire Dynamics 365 certification landscape to find the path that aligns with your career goals.

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[Managing Projects The Agile Way](#)



# Why Microsoft Dynamics 365 Certifications Matter

## Career Advancement

Stand out in a competitive job market and unlock new professional opportunities with validated skills.

## Skill Validation

Prove your expertise in implementing and optimizing Dynamics 365 solutions to solve real business problems.

## Higher Value

Certified professionals typically earn more and are seen as more valuable to organizations and clients.

Dynamics 365 certifications demonstrate your ability to bridge the gap between customer experiences and core business operations, making you an invaluable asset to any organization.

# The Two Worlds of Microsoft Dynamics 365



## Customer Engagement (CRM)

The front office: Sales, Marketing, Customer Service, and Field Service



## Finance & Operations (ERP)

The back office: Finance, Supply Chain, Commerce, HR, and Manufacturing

Together, these create an end-to-end platform that connects customer experiences with core business operations. Professionals who understand both ecosystems are especially valuable.

# Your Certification Journey: Where to Begin

## Step 1: Fundamentals

Start with MB-910 (CRM) or MB-920 (Finance & Operations) to build a solid foundation.

## Step 2: Specialization

Choose your path based on career goals: CRM (Sales, Marketing, Service) or ERP (Finance, Supply Chain, Commerce).

## Step 3: Advanced Expertise

Combine certifications to become a valuable cross-functional expert who understands both worlds.

Think of fundamentals as your launchpad—helping you speak the language of Dynamics 365 before diving into role-based specializations that align with your career goals.

# Fundamentals Certifications: Your Starting Point

## MB-910: Dynamics 365 Fundamentals (CRM)

**Focus:** Customer engagement apps

- Sales fundamentals
- Marketing concepts
- Customer service principles
- Field service basics

## MB-920: Dynamics 365 Fundamentals (Finance & Operations)

**Focus:** Core ERP concepts

- Financial management
- Supply chain principles
- Commerce operations
- Human resources basics

While these fundamental exams are optional, they provide a solid foundation and common language that will help you succeed with more specialized certifications later in your journey.

# Customer Engagement (CRM) Certification Path

Certification	Exam	Focus Areas
Sales Functional Consultant Associate	MB-210	Lead management, opportunity pipeline, forecasting, product catalog
Marketing Functional Consultant Associate	MB-220	Marketing automation, customer journeys, segmentation, analytics
Customer Service Functional Consultant Associate	MB-230	Case management, SLAs, knowledge base, omnichannel service
Field Service Functional Consultant Associate	MB-240	Work orders, resource scheduling, inventory management, mobile solutions

These certifications validate your ability to configure and optimize the customer-facing applications within Dynamics 365.

# Finance & Operations (ERP) Certification Path

Certification	Exam	Focus Areas
Finance Functional Consultant Associate	MB-310	General ledger, accounts payable/receivable, tax, budgeting
Supply Chain Management Functional Consultant Associate	MB-330	Inventory, warehousing, manufacturing, procurement, logistics
Commerce Functional Consultant Associate	MB-340	Retail stores, e-commerce, point-of-sale, merchandising
Finance & Operations Apps Developer Associate	MB-500	Extending, integrating, customizing F&O applications

**Important Update:** Until February 2024, you needed MB-300 (Core F&O) plus a specialization exam. Now you only need the specialization exam to earn the certification.



# Upcoming Changes to CRM Certifications

## ⚠ September 2024 Update

Microsoft is introducing the **Customer Experience Analyst Associate** certification, which will replace:

- MB-210 (Sales)
- MB-220 (Marketing)
- MB-260 (Customer Insights Data)

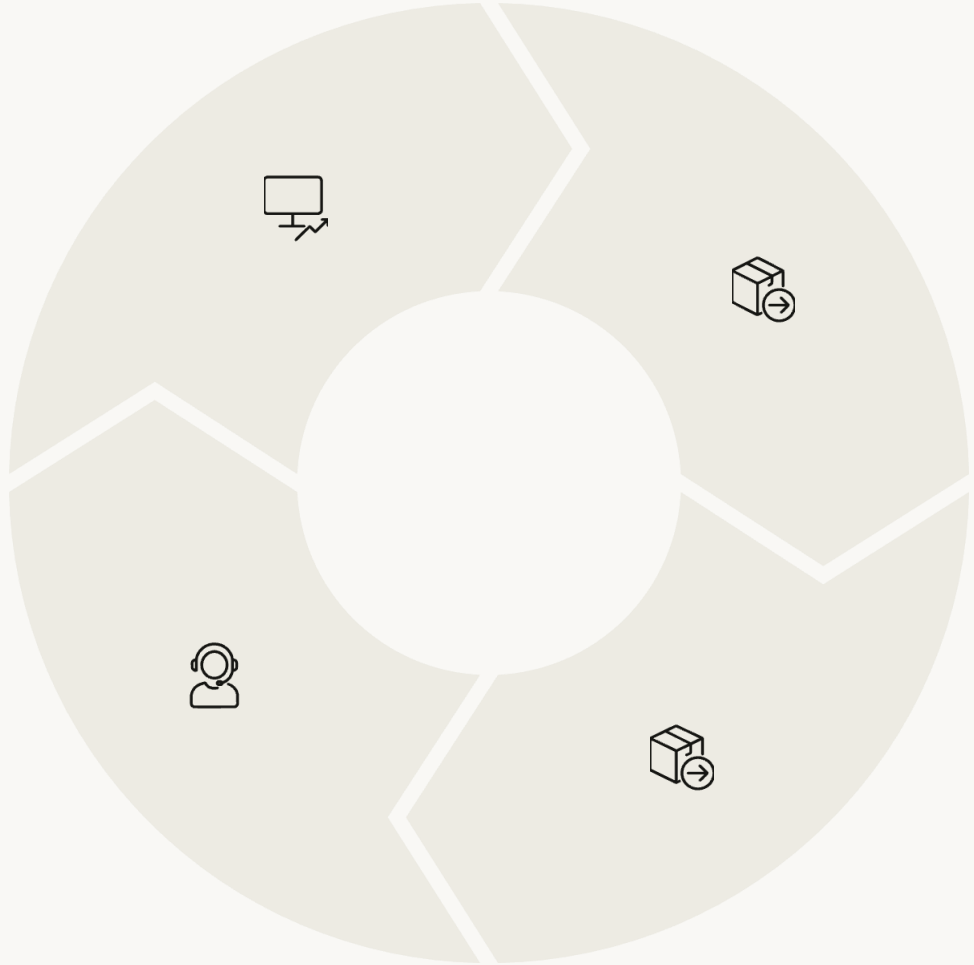
These exams retire on November 30, 2024.

This change reflects Microsoft's strategic shift toward customer insights and analytics, emphasizing a more holistic approach to customer data across the Dynamics 365 platform.

# How CRM and ERP Work Together

**Sales (CRM)**  
Opportunities captured in Sales flow into demand planning.

**Service (CRM)**  
Post-sale support maintains customer satisfaction.



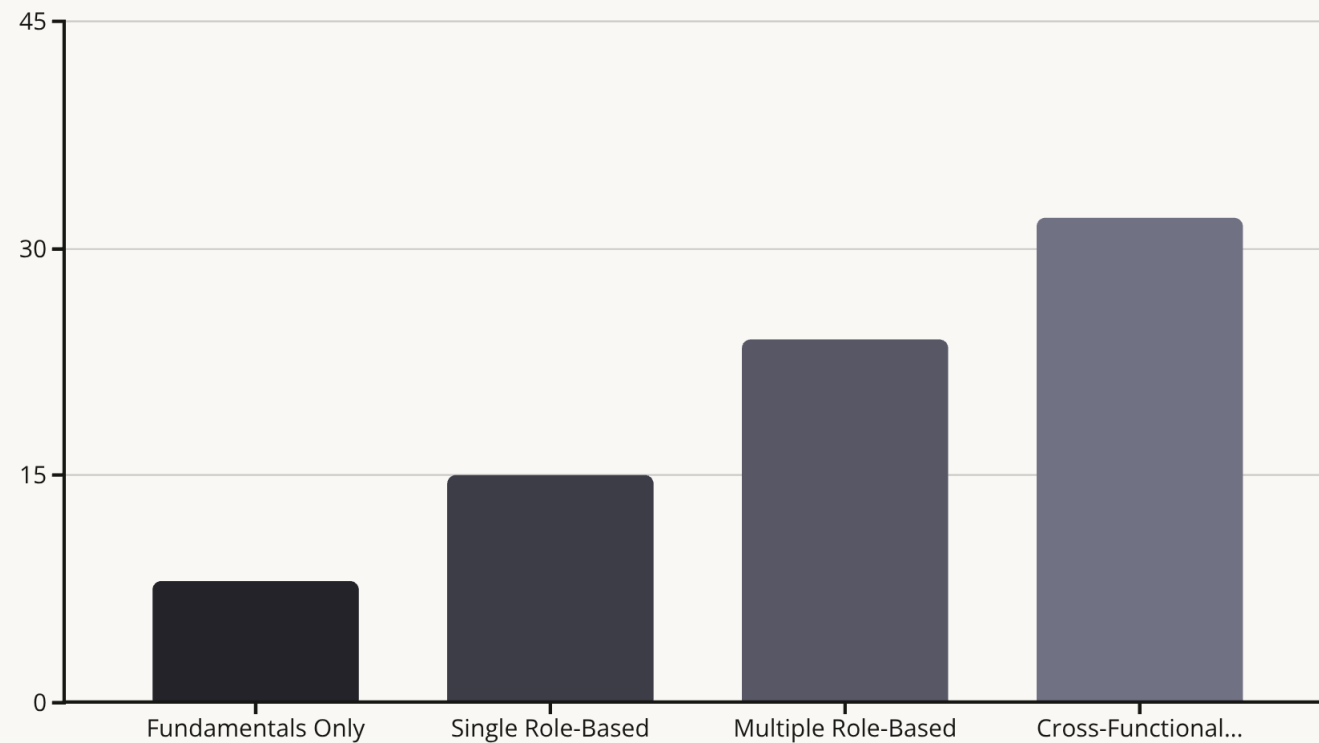
**Supply Chain (ERP)**  
Demand signals trigger procurement and production planning.

**Fulfillment (ERP)**  
Orders are processed, picked, packed, and shipped.

Real-world projects often require both CRM and ERP expertise. For example, sales opportunities captured in CRM (MB-210) flow into demand planning in ERP (MB-330), while customer orders in CRM connect directly to invoicing in ERP (MB-310).

Professionals who understand both ecosystems can deliver true end-to-end business transformation with Dynamics 365.

# Certification Value: By the Numbers



## The Cross-Functional Advantage

IT professionals who can bridge both CRM and ERP worlds command significantly higher salaries and are more valuable to employers. This is because they can:

- Design integrated business solutions
- Troubleshoot cross-platform issues
- Provide strategic business insights
- Support end-to-end processes



# Legacy Certifications: Still Relevant?

## Legacy CRM Certifications

Before role-based certifications, Dynamics CRM used exam codes like:

- MB2-631 (CRM 4.0 Applications)
- MB2-632 (CRM 4.0 Customization)
- MB2-876 (Extending CRM 2015)

## Legacy ERP Certifications

Dynamics AX/Finance used exam codes like:

- MB6-869 (AX 2012 Development)
- MB6-892 (AX Distribution and Trade)
- MB6-895 (Financial Management)

### Why This Matters

While these certifications are retired, understanding the legacy ecosystem is valuable if you're supporting on-premise installations or migrating from older versions to Dynamics 365 cloud solutions.

# Building Your Certification Roadmap



## Assess Your Starting Point

Evaluate your current experience with Dynamics 365 and determine if you need to start with fundamentals.



## Define Your Career Goals

Decide whether you want to specialize in customer-facing (CRM) solutions, back-office (ERP) solutions, or both.



## Create a Study Plan

Allow 4-8 weeks of preparation per exam, including hands-on practice with Dynamics 365.



## Expand Your Expertise

After initial certification, continue building cross-functional skills to increase your market value.

The most successful Dynamics 365 professionals follow a strategic certification path that aligns with both their interests and market demand, regularly updating their skills as the platform evolves.

# Study Resources for Certification Success

## Official Microsoft Resources

- Microsoft Learn paths (free, self-paced modules)
- Official exam study guides
- Microsoft certification practice assessments
- Documentation at [docs.microsoft.com](https://docs.microsoft.com)

## Community Resources

- Dynamics 365 Community forums
- LinkedIn Learning courses
- Third-party practice tests
- YouTube channels focused on Dynamics 365

### ✓ Pro Tip

Set up a trial instance of Dynamics 365 for hands-on practice. Nothing prepares you better than actually configuring and using the applications you'll be tested on.



# Your Next Steps to Dynamics 365 Certification



## This Week

- Create a Microsoft Learn account
- Take the free Dynamics 365 fundamentals learning path
- Join the Dynamics 365 Community

## This Month

- Set up your Dynamics 365 trial environment
- Schedule your first certification exam
- Complete 1-2 hands-on practice exercises weekly

## This Year

- Earn your first role-based certification
- Apply new skills in real-world projects
- Start working toward a complementary certification

With CRM and ERP certifications under your belt, you'll validate your expertise and strengthen your ability to deliver true end-to-end business transformation with Dynamics 365. The journey starts now—which certification will you pursue first?