AB-6004: Introduction to service in Dynamics 365

Category: Business Applications | **Vendor:** Microsoft

Duration: 1.00 hours (1 days) **0.8 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	vILT
Certification:	Microsoft Applied Skills: Introduction to service in Dynamics 365
Related Exam:	AB-6004

Course Overview

Learn the basics of Microsoft Dynamics 365 Finance, including ERP fundamentals, financial processes, navigation, security, and AI-powered tools like Copilot and forecasting to improve financial operations and decision-making.

About This Course

Learn the basics of Microsoft Dynamics 365 Finance, including ERP fundamentals, financial processes, navigation, security, and AI-powered tools like Copilot and forecasting to improve financial operations and decision-making.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

By completing this course, learners will be able to:

Understand core ERP and financial management concepts in Microsoft Dynamics 365 Finance

Navigate the Dynamics 365 Finance interface and manage security roles and permissions

Perform key financial processes including AP, AR, budgeting, and financial reporting

Use AI-powered features such as Copilot, forecasting, and intelligent collections

Detailed Course Outline

Introduction

Describe enterprise resource planning (ERP)

Describe use cases for using AI tools in finance and operations apps

Explore the finance and operations user interface

Describe reporting and integration capabilities in Dynamics 365 finance and operations apps

Introduction

Describe built-in reporting capabilities

Describe options for analyzing data with Power BI

Describe integration capabilities with Office 365

Describe integration options for Microsoft Power Platform

Describe capabilities and use cases for business events

Configure and edit business documents

Use Finance insights for forecasting and anomaly detection

Describe shared features in Dynamics 365 finance and operations apps

Introduction

Describe security capabilities in finance and operations apps

Describe workflow capabilities in Dynamics 365 finance and operations apps

Describe batch jobs in finance and operations apps

Manage organizations and legal entities

Create and maintain record templates

Describe global address book features

Set up alerts in finance and operations apps

Describe number sequences in finance and operations apps

Describe attachment capabilities in finance and operations apps

Describe Dynamics 365 Finance core capabilities

Introduction

Describe Dynamics 365 Finance capabilities and features

Describe reporting and accounting currencies

Describe tax capabilities in Dynamics 365 Finance

Describe cost accounting concepts in Dynamics 365 Finance

Describe electronic payment formats in Dynamics 365 Finance

Manage general ledger and cash and bank management processes in Dynamics 365 Finance

Introduction

Define fiscal and ledger calendars in Dynamics 365 Finance

Describe charts of accounts and main accounts

Describe financial dimensions and set concepts

Describe accounting structures in General ledger

Describe financial journals in Dynamics 365 Finance

Describe financial reporting capabilities in Dynamics 365 Finance

Describe cash and bank management in Dynamics 365 Finance

Describe use cases for allocations and accruals

Describe periodic financial processes in Dynamics 365 Finance

Gain insights into accounts payables and receivables in Dynamics 365 Finance

Introduction

Describe payment setup

Describe core accounts payable components in Dynamics 365 Finance

Describe vendor posting profiles in accounting

Describe vendor payments and settlements

Describe core accounts receivable components

Describe customer/vendor netting in Dynamics 365 Finance

Describe credit management processes in Dynamics 365

Describe the collections process in Dynamics 365 Finance

Manage subscription billing in Dynamics 365 Finance

Describe expense tracking, asset control, and budgeting processes in Dynamics 365 Finance

Introduction

Describe expense management capabilities

Describe fixed asset management capabilities

Describe budgeting capabilities

Describe project management and accounting capabilities

🎓 Certification Path

Microsoft Applied Skills: Introduction to service in Dynamics 365

Exam: AB-6004

Frequently Asked Questions

Q: What delivery options are available for AB-6004: Introduction to service in Dynamics 365?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The AB-6004: Introduction to service in Dynamics 365 course helps prepare you for the Microsoft Applied Skills: Introduction to service in Dynamics 365 certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the AB-6004 official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 1-day AB-6004: Introduction to service in Dynamics 365 course provides up to 0.8 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the AB-6004: Introduction to service in Dynamics 365 training?

The training takes place over 1 day(s), with each day lasting approximately 1.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for AB-6004: Introduction to service in Dynamics 365?

Yes, we provide corporate training, dedicated training, and closed classes for AB-6004: Introduction to service in Dynamics 365. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: AB-6004: Introduction to service in Dynamics 365, Microsoft, vILT, AB-6004

Q: Why choose Nexus Human for AB-6004: Introduction to service in Dynamics 365?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your AB-6004: Introduction to service in Dynamics 365 training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 14/11/2026.