# MB-7005 Create and manage journeys with Dynamics 365 Customer Insights

**Category:** Infrastructure & IT Operations | **Vendor:** Microsoft Technical

**Duration:** 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

## Course Information

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| **Delivery Format:** | Instructor Led - Online |
| **Certification:** | Microsoft Certified: Dynamics 365: Finance and Operations Apps Solution Architect Expert |
| **Related Exam:** | MB-700 |

## Course Overview

In this learning path, you practice building journeys using Dynamics 365 Customer Insights. The skills validated include creating marketing assets like emails, creating a segment, creating a journey, adding elements to a journey, and publishing the journey.

## About This Course

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## Prerequisites & Entry Requirements

**General Prerequisites:**

You should be familiar with the basic features of Dynamics 365 Customer Insights and how to configure them.

# Detailed Course Outline

## 1 - Create emails in Dynamics 365 Customer Insights - Journeys

- Manage assets
- Create marketing emails
- Personalize content
- Use brand profiles
- Use Copilot to generate email content ideas
- Style emails with AI-assisted themes
- Create content blocks
- Preview and test emails
- Check your message for errors and publish
- Send emails without building a journey
- Edit a live email
- Prevent sending emails to duplicated email addresses

## 2 - Build journeys with Dynamics 365 Customer Insights - Journeys

- Create and manage segments
- Work with triggers
- Create a journey
- Add messages to the journey
- Add activities to the journey
- Add other elements to the journey
- Publish journeys

## 3 - Guided project - Create and manage journeys with Dynamics 365 Customer Insights

- Prepare for the guided project

## 🎓 Certification Path

Microsoft Certified: Dynamics 365: Finance and Operations Apps Solution Architect Expert

Exam: MB-700

# Frequently Asked Questions

### Q: What delivery options are available for MB-7005 Create and manage journeys with Dynamics 365 Customer Insights?

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

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### Q: What certification does this course prepare me for?

The MB-7005 Create and manage journeys with Dynamics 365 Customer Insights course helps prepare you for the Microsoft Certified: Dynamics 365: Finance and Operations Apps Solution Architect Expert certification path.

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### Q: Which exam does this course prepare me for?

This course prepares you for the MB-700 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.

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### Q: How many CPD hours does this course provide?

The 1-day MB-7005 Create and manage journeys with Dynamics 365 Customer Insights course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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### Q: What is the duration of the MB-7005 Create and manage journeys with Dynamics 365 Customer Insights training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

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### Q: Do you provide corporate training for MB-7005 Create and manage journeys with Dynamics 365 Customer Insights?

Yes, we provide corporate training, dedicated training, and closed classes for MB-7005 Create and manage journeys with Dynamics 365 Customer Insights. 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.

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### Q: Why choose Nexus Human for MB-7005 Create and manage journeys with Dynamics 365 Customer Insights?

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

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### Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your MB-7005 Create and manage journeys with Dynamics 365 Customer Insights 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)


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