

LightUp Dynamics Content

Libraries, Learning Paths, and Videos

The following table shows how the videos are organized into libraries and learning paths for end users.

NOTE: Customers can create their own learning paths or edit the existing ones.

Library	Learning Path	Video
Accounts, Contacts, and Sales	Working with Accounts and Contacts	How to: Create Accounts
Accounts, Contacts, and Sales	Working with Accounts and Contacts	How to: Create Contacts
Accounts, Contacts, and Sales	Working with Accounts and Contacts	How to: Export Accounts to Excel
Accounts, Contacts, and Sales	Working with Accounts and Contacts	How to: Make a Phone Call using Skype
Accounts, Contacts, and Sales	Working with Accounts and Contacts	How to: Merge Duplicate Contacts
Accounts, Contacts, and Sales	Working with Leads	How to: Create Leads
Accounts, Contacts, and Sales	Working with Leads	How to: Convert Email Activities into Leads
Accounts, Contacts, and Sales	Working with Leads	How to: Create Personal Views for Leads
Accounts, Contacts, and Sales	Working with Leads	How to: Disqualify Newly Created Leads
Accounts, Contacts, and Sales	Working with Leads	How to: View and Edit the Leads Process Stages
Accounts, Contacts, and Sales	Working with Products	How to: Create Products
Accounts, Contacts, and Sales	Working with Products	How to: Create Price Lists for Products
Accounts, Contacts, and Sales	Working with Products	How to: Create Discount Lists for Products
Accounts, Contacts, and Sales	Working with Products	How to: Create Unit Groups for Products
Accounts, Contacts, and Sales	Working with Opportunities	How to: Create Opportunities
Accounts, Contacts, and Sales	Working with Opportunities	How to: Add Product Line Items to Opportunities
Accounts, Contacts, and Sales	Working with Opportunities	How to: Convert Email Activities into Opportunities
Accounts, Contacts, and Sales	Working with Opportunities	How to: Convert Phone Calls to Opportunities
Accounts, Contacts, and Sales	Working with Opportunities	How to: Close and Reopen Opportunities
Accounts, Contacts, and Sales	Managing Competitors	How to: Create Competitor Records
Accounts, Contacts, and Sales	Managing Competitors	How to: Add Competitors to Opportunities
Accounts, Contacts, and Sales	Working with Quotes, Orders, and Invoices	How to: Create Quotes from Opportunities

Accounts, Contacts, and Sales	Working with Quotes, Orders, and Invoices	How to: Add Products and Recalculate Quotes
Accounts, Contacts, and Sales	Working with Quotes, Orders, and Invoices	How to: Revise a Quote by Adding Products
Accounts, Contacts, and Sales	Working with Quotes, Orders, and Invoices	How to: Use Lookup and Activate Quotes
Accounts, Contacts, and Sales	Working with Quotes, Orders, and Invoices	How to: Close Quotes as Won or Lost
Accounts, Contacts, and Sales	Working with Quotes, Orders, and Invoices	How to: Create Sales Orders
Accounts, Contacts, and Sales	Working with Quotes, Orders, and Invoices	How to: Fulfill or Cancel Sales Orders
Accounts, Contacts, and Sales	Working with Quotes, Orders, and Invoices	How to: Create Invoices from Sales Orders
Accounts, Contacts, and Sales	Working with Quotes, Orders, and Invoices	How to: Close Invoices
Customer Service	Working with Cases and Queues	How to: Create Cases
Customer Service	Working with Cases and Queues	How to: Assign Cases to Users and Teams
Customer Service	Working with Cases and Queues	How to: Use the Process Bar to Resolve Cases
Customer Service	Working with Cases and Queues	How to: Route Cases to Queues
Customer Service	Working with Cases and Queues	How to: Route Queue Items
Flow	Getting Started with Microsoft Flow	Flow - Getting Started
Flow	Getting Started with Microsoft Flow	How to: Create a One-Click Flow from a Template
Flow	Getting Started with Microsoft Flow	How to: Create a Simple Flow From a Template
Flow	Working with Flows	How to: Create a Flow from a Blank Template
Flow	Working with Flows	How to: Work with Triggers, Conditions, and Actions
Flow	Working with Flows	How to: Pause and Resume Flows
Flow	Working with Flows	How to: Edit a Flow
Flow	Working with Flows	How to: Add Team Members to a Flow
Flow	Creating Approval Flows	How to: Create an Approval Flow - Part 1
Flow	Creating Approval Flows	How to: Create an Approval Flow - Part 2
Flow	Creating Approval Flows	How to: Create an Approval Flow - Part 3
Flow	Creating Approval Flows	How to: Create an Approval Flow - Part 4
Marketing	Working with Marketing Lists	How to: Create Static Marketing Lists
Marketing	Working with Marketing Lists	How to: Create Dynamic Marketing Lists
Marketing	Working with Marketing Lists	How to: Add Members to Marketing Lists by Using Lookups
Marketing	Working with Marketing Lists	How to: Add Members to Marketing Lists by Using Advanced Find
Marketing	Working with Marketing Lists	How to: Add Marketing Lists to Campaigns
Marketing	Working with Campaigns	How to: Create Quick Campaigns

Marketing	Working with Campaigns	How to: Create Campaign Activities
Marketing	Working with Campaigns	How to: Create and Add Sales Literature to Campaigns
Marketing	Working with Campaigns	How to: Create Campaign Templates
Marketing	Working with Campaigns	How to: Distribute Campaign Activities
Marketing	Working with Campaigns	How to: Create Campaign Responses
Marketing	Working with Campaigns	How to: Convert Campaign Responses into Leads
Marketing	Working with Campaigns	How to: Convert Campaign Responses into Opportunities
PowerApps	Getting Started with PowerApps	An Overview of Getting Started with PowerApps
PowerApps	Getting Started with PowerApps	Installing and Signing in to PowerApps
PowerApps	Getting Started with PowerApps	How to: Create a PowerApp from a Template
PowerApps	Working with PowerApps	How to: Connect a PowerApp to SharePoint Data
PowerApps	Working with PowerApps	How to: Save a PowerApp
PowerApps	Working with PowerApps	How to: Create a PowerApp from a SharePoint List
PowerApps	Working with PowerApps	How to: Launch a PowerApp from a SharePoint View
PowerApps	Working with PowerApps	How to: Edit a PowerApp
PowerApps	Working with PowerApps	How to: Connect a PowerApp to Dynamics 365 Data