

Microsoft Dynamics CRM Advanced Training Course

Course Objectives

The objective of this course is to provide training on the advanced functionality available in Microsoft Dynamics CRM.

Course Format

Focusing on the advanced functionality in Microsoft Dynamics CRM, this course is designed for users required to carry out basic customisation and configuration duties.

- Creating and managing basic CRM workflows
- Developing wizard driven dialog call scripts
- Creating CRM reports
- Exporting data to Excel
- Customising the CRM user interface and form customisations
- Managing accounts, contacts, leads, opportunities and activity records
- Using Microsoft Dynamics CRM advanced find functionality to find and analyse customer data.

Course Pre Requisites

Before attending this course, users must have experience of using Microsoft Dynamics CRM 4.0 or Microsoft Dynamics CRM 2011.

Course Timings

This advanced course is a two day session.