Microsoft Dynamics CRM Introductory Training

Course Objectives

The primary objective of the introductory course is to introduce the basic concepts of CRM's core functionality to new uesers of core functionality.

Course Format

The training and training materials uses scenarios to help contextualise how and when the following tools should be used:

- Navigating around Microsoft Dynamics CRM
- Microsoft Dynamics CRM in Outlook client or Web client
- Creating personalised CRM views from a chosen subset of data
- Looking at the relationship between account, contact and lead records
- Creating and managing CRM records and activities
- Creating and using CRM dashboards to measure performance.

Course Pre Requisites

There are no pre requisites for this course as it is aimed at users who are new to Microsoft Dynamics CRM.

Course Timings

This course is a half-day session.