

Microsoft Dynamics CRM Sales Course

Course Objectives

The course is designed to familiarise users with the functionality available in Microsoft Dynamics CRM to manage sales more effectively. This course is aimed at sales professionals.

Course Format

- Managing sales opportunities
- Creating sales quotes
- Managing product lists
- Automating processes including lead queues and lead routing
- Using sales dashboards to manage the lead pipeline
- Developing personalised sales views
- Measuring performance against sales goals
- Converting leads into sales opportunities
- Qualifying leads.

Course Pre Requisites

Before attending this course, users must have the following pre-requisites:

- General working knowledge of customer relationship management
- General understanding of sales and business processes.

Course Timings

This is a one day course.