

Microsoft Dynamics CRM System Administrator Course

Course Objectives

The objective is to train system administrators in managing the Microsoft Dynamics CRM database.

Course Format

A comprehensive agenda enabling database administrators to manage Microsoft Dynamics CRM including:

- Configuring an organisation hierarchal structure within Microsoft Dynamics CRM
- Managing user teams
- Configuring the Microsoft Dynamics CRM security module
- Customising CRM forms and views
- Creating database entities
- Database management including mapping and data import/export
- Identify areas where advanced customisation functionality can be implemented
- Creating and managing a product lists
- Creating and managing the workflows and dialogs.

Course Pre Requisites

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

- General understanding of IT systems deployment including Active Directory
- Basic knowledge of Microsoft Dynamics CRM.

Course Timings

The system administrator's course is a two day session to equip users with the essentials skills to undertake data administration used in Microsoft Dynamics CRM.