



80294B—Customization and Configuration

This course describes the techniques required to customize Microsoft Dynamics CRM to meet the specialized needs of businesses. The topics covered include Security; creation and configuration of entities; design of forms views and charts; auditing and Solutions. The course describes each topic and how each topic relates to the other topics to produce a full configured, effective solution.

Event Goals:

- Design and implement strategies for the creation of Business Units and Security Roles
- Create and configure Microsoft Dynamics CRM Users and Teams
- Describe the principles of customizing the system
- Create and configure fields for both custom and system entities
- Create and configure custom entities, including standard and activity entities
- Design, create and configure relationships between entities
- Create and configure Views, Charts and Forms for both system and custom entities
- Implement Field Security in Microsoft Dynamics CRM
- Configure and monitor auditing on Microsoft Dynamics CRM components
- Design, create and configure Solutions in Microsoft Dynamics CRM; implementing both managed and unmanaged Solutions

Event Prerequisites:

Experience in these areas is required

- Working knowledge of how to use Microsoft Dynamics CRM 2011
- It is *recommended*, but not required, that individuals have completed Microsoft Dynamics CRM 2011 applications training.
- Because this training material focuses on customizing database entities, attributes, relationships, and mappings, it is *recommended* that individuals have a basic understanding of Microsoft SQL Server and relational database functionality.

Number of Days: 3

Accepted Payment Methods: Check, Visa, MasterCard, American Express

Prices: *Online*—\$1,350