

# 80442—Introduction to



This Microsoft Dynamics training provides an introduction to Microsoft Dynamics CRM 2011. The course focuses on the user interface and working with the application and provides a foundation for other Microsoft Dynamics CRM 2011 courses. The course describes Microsoft Dynamics CRM concepts, the Web interface, the Microsoft Dynamics CRM for Outlook interface, searching, and reporting.

## **Event Goals:**

- Learn about key Microsoft Dynamics CRM concepts.
- Learn how customer records, addresses, notes, attachments, connection records, and activities are recorded in Microsoft Dynamics CRM and how to configure personal options.
- Learn to work with records and views.
- Learn to use Microsoft Dynamics CRM for Outlook to track and synchronize items and manage offline capability.
- Learn to search and report on Microsoft Dynamics CRM data.

## **Event Prerequisites:**

*Experience in the these areas is required*

- Microsoft Windows operating systems
- Microsoft Outlook
- Microsoft Word
- Microsoft Excel

**Number of Days:** 1

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

**Prices:** *Online*—\$450