

# 80292—Service Management in



This course introduces Microsoft Dynamics CRM 2011 service management functionality and explains how it helps organizations track information about cases, customer complaints or requests, and small projects. You will learn how to use the knowledge base and discusses how organizations can browse, locate, and share information in the repository. It also discusses how to create, manage and use teams and queues in Microsoft Dynamics CRM.

## **Event Goals:**

- Use some of the most common service management applications of Queues and Contracts.
- Work with cases in the case grid.
- Understand the steps required to create a new case.
- Create and manage contract templates.
- Create and manage contracts.
- Add contract lines to a contract.
- Associate contracts with cases.
- Create, activate and deactivate, and delete Knowledge Base article templates.
- Search articles from within a case record and utilize articles to resolve cases.
- Create, manage and work with Teams.
- Define steps involved in creating and managing queues.
- Work with queue items.
- Build personal and system charts and dashboards to provide insight into important service management information.

## **Event Prerequisites:**

*Experience in these areas is required*

- General working knowledge of customer relationship management
- General understanding of business processes
- General working knowledge of Microsoft Windows.

**Number of Days:** 1

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

**Prices:** *Online*—\$450