

Upgrading to Microsoft Dynamics CRM 4.0

IN BRIEF

Delivery: Instructor-led course

Duration: One day

Class size: 10 Students Max.

Cost: \$850 per person + GST

Inclusions: Microsoft expert instructor, comprehensive course manual, individual computer access, and fully catered lunch, morning and afternoon tea breaks.

Prerequisites: General knowledge of Microsoft Windows and an understanding of Customer Relationship Management solution processes and practices.

Products Covered: Microsoft CRM 4.0

Previous Training: None

Course Description

This product teaches participants who are familiar with Microsoft Dynamics CRM 3.0 the key new features of Microsoft Dynamics 4.0.

Audience

Microsoft partners, certified trainers, IT professionals, and system administrators who plan to deploy, administer, or teach Microsoft Dynamics CRM 4.0.

Topics Covered

Installation & Deployment

- Upgrading to Microsoft Dynamics CRM 4.0
- Microsoft Dynamics CRM 4.0 Editions and Licensing
- Server Setup Changes
- System Requirements
- The Microsoft Dynamics CRM E-mail Router
- Microsoft Dynamics CRM Client for Outlook

Configuration

- Multiple Organizations
- Multilingual User Interface
- Multicurrency User Management

Data Management

- Import Data Wizard
- Data Migration Manager
- Duplicate Detection

Microsoft Dynamics CRM for Outlook and Business

- Changes in Microsoft Dynamics CRM for Outlook
- Feature and User Interface Changes Using the Report Wizard

Customization

- Entity Relationship Enhancements
- Importing and Exporting Customizations and Configurations
- Translate Customized Labels
- View Enhancements

Workflow

- Workflow Access
- Workflow

Programmability

- Event Framework
- Web Services
- Client-Side