Mobile Crm Mscrm Online

Deepesh Somani

Mastering Microsoft Dynamics CRM 2016 Deepesh Somani,2017-06-30 An advanced guide to help you master Dynamic CRM 2016 administration, management and customization.About This Book* Harness the full power of Dynamics CRM 2016 through real-world scenarios* Create efficient client-side applications and customized plugins that work seamlessly across mobile and web* Get to know the best practices from field experience to utilize Dynamics CRM 2016 efficientlyWho This Book Is ForThis book is for those with Dynamics CRM knowledge who want to utilize the latest features available with Dynamics CRM 2016 and Update 1. Extensive Dynamics CRM development experience would be beneficial.What You Will Learn* Create and send out Voice of the Customer surveys to gain valuable feedback from your customers about your products or services.* Provide a better and more efficient service to your customers using Interactive Service Hub* Manage project- based sales by customizing the Project Service Automation capabilities.* See why self-service portals provide a very effective way for customer and other stakeholders to interact* Develop client-side applications using JavaScript and client-side scripting in Dynamics CRM 2016 and WEB API* Improve phone and tablet experience for your users* Get an enhanced Dynamics CRM analytics experience with Power BIIn DetailMicrosoft Dynamics CRM is the most trusted name in the enterprise level customer relationship management. The latest version of Dynamics CRM 2016 comes with important addition of some exciting features that is guaranteed to make your life easier with Dynamics CRM.This book will give a comprehensive coverage of Dynamics CRM 2016 and help you make your tasks much simpler while elevating you to the level of an expert.The book starts with a brief overview of the latest features introduced as a part of Dynamics CRM 2016. You will learn to create Word and Excel templates using CRM data that will enable you to provide customized data analysis for your organization. You will understand how to utilize Dynamics CRM for sending out Customer surveys and analyzing the feedback and customize Project service automation capabilities for managing project based sales. The book will explain the Field service management capabilities available with Dynamics CRM 2016 that will help you effectively manage your workforce. You will gain a deep understanding about client side scripting in Dynamics CRM and learn to create client side applications using JavaScript. Extending your CRM applications to phones and tablets is described along with using and embedding Power BI dashboards into Dynamics CRM. By the end of this book, you will have learned to create efficient dashboards using Dynamics CRM.

Fundamentals of CRM with Dynamics 365 and Power Platform Nicolae Tarla,2020-10-06 Explore the latest features of Dynamics 365 and Power Platform's out-of-the-box tools to build custom business solutions for your organization Key Features Discover impressive Dynamics 365 features to transform your business and increase productivity Leverage the platform's extensibility to meet your organizational needs Understand how Power Platform powers Dynamics 365 and enhances its integration capabilities Book Description Microsoft Dynamics 365 provides a vast array of tools and applications to meet various Customer Engagement requirements. This Customer Relationship Management (CRM) guide covers the latest advancements in Dynamics 365 and Power Platform that help organizations adapt to changing market conditions for agility and resilience. With this book, you'll explore the core platform functionality of Dynamics 365 and explore its wide range of components for transforming your business with new services and capabilities. You'll learn the basics of configuration and customization to enhance the functionality of Microsoft Dynamics 365 CRM and create solutions and custom applications by leveraging features such as apps, portals, automation, and business intelligence. As you advance, you'll understand how Power Platform drives Dynamics 365 and how various integration capabilities add value by providing a comprehensive view of data aggregated across different systems and data sources. Finally, you'll delve into core administration concepts that will help you to manage extensions added to the platform. By the end of this book, you'll have learned how to tailor Microsoft Dynamics 365 to fit your organization's requirements and tweak the platform to meet your business needs. What you will learn Get to grips with Power Platform for building and enhancing Dynamics 365 apps Integrate Dynamics 365 CRM with Microsoft 365, Azure, and other platforms Discover how you can customize existing entities and create new ones Explore various security features and grant users access to CRM data and functions Find out which CRM attributes are used to automate operations with programming Use internal and external social data to help users to make informed decisions Who this book is for This book is for customers and project stakeholders, new functional consultants, business administration users, and project managers looking to get up and running with the latest features of Dynamics 365 and Power Platform. This guide will help non-developers become acquainted with a no-code approach to customization and configuration. A basic understanding of relational data and customer management concepts will help you get the most out of this book.

Microsoft Dynamics CRM API Development for Online and On-Premise Environments Mark Beckner,Triston Arisawa,2013-09-30 Microsoft Dynamics CRM has a robust API that includes web services and an extensive SDK. As you develop CRM Plugins and custom integrations, you will find that there are many complexities and challenges associated with successfully interacting with this API. In order to ensure that you have all of the tools necessary to achieve success with CRM development, Microsoft Dynamics CRM 2011 API Development presents the essential aspects of API development including plugin development and registration. In addition to Plugins, you will work through building out several integrations that work with both the SDK and the Web Service layer. You will also build a C# application that creates records within CRM using the API, work with Scribe Online for integration and migration, design reports that read data from CRM using FetchXML, and interact with the OData REST service using JScript. Once you've worked through the various topics presented, you will find that you will have the advanced skills required for working with CRM 2011 Online and On Premises. Foreword by Ismail Nalwala, Principal, IOTAP. What you'll learn Learn to develop, test, and deploy CRM Plugins Create custom integrations using the CRM API Create applications that interface with the SDK and CRM Web Services Use JScript to read and write data using the OData REST service Design SSRS reports that interact with CRM using FetchXML Who this book is for Experienced Microsoft Dynamics CRM developers new to version 2011, and all CRM developers new to Microsoft Dynamics CRM. Also for C# developers wanting to learn Microsoft Dynamics CRM. Table of Contents Plugins and Workflow Activities External .NET Applications Integration and Migration JScript and the REST Endpoint API Reporting

Microsoft Dynamics CRM 2016 Customization Nicolae Tarla,2016-05-27 Use a no-code approach to create powerful business solutions using Dynamics CRM 2016 About This Book Latest guide on customizing your system using various features in Dynamics CRM 2016; Highly practical, example-rich guide that gives you power to bend Dynamics CRM to maximize profits in your organization; A no-code guide that is easy to follow for even non-programmers Who This Book Is For If you are new to Dynamics CRM or a seasoned user looking to enhance your knowledge of the platform, then this book is for you. It is also for skilled developers who are looking to move to the Microsoft stack to build business solution software What You Will Learn Configure Outlook to integrate with your Dynamics CRM online instance Manage the existing application structure by understanding how to extend and/or modify the modules and update the navigation Find out how to use different entity views in order to get a 360-degree view of customer data Map modern business processes to the platform to enhance the user experience Use different Dynamics CRM processes such as dialogs, workflows, actions, and business process workflows Use internal and external social data to enhance the user's ability to make the right decisions Dive into generic administration options such as managing configuration and customization to become a power user In Detail Microsoft Dynamics CRM is a Microsoft solution to satisfy the various needs of customer relationship management and is already equipped to be flexible to meet the needs of businesses. With Microsoft Dynamics CRM 2016, many new features were added for social, marketing, sales, and integration with other tools. These features add many dimensions to customization. This book will not only showcase how CRM can be customized, but will also be your guide on how the latest advancements in Dynamics CRM 2016 can be used to benefit your business. You will learn how to

enhance the functionality of Microsoft Dynamics CRM 2016 and use it to serve different businesses of various scales. You will see how to get ready to customize CRM and then quickly move on to grasp the CRM app structure, which will help you customize Dynamics CRM better. You will find out how to customize CRM for sales, service, marketing, and social. We'll also show you how CRM 2016 can be seamlessly embedded into various productivity tools, and how to customize CRM for machine learning and contextual guidance. Finally, we'll also cover the latest advancements in CRM's mobile capabilities and its complete offline support so you can better customize it. Style and approach Microsoft Dynamics CRM is a Microsoft solution for various needs of customer relationship management and is already equipped to be flexible to some extent as per the needs of the business. With Microsoft Dynamics CRM 2016, many new features for Social, marketing, sales, integration with other tools are added. These features add many dimensions to customization. This book will not only showcase how CRM can be customized but will also be a guide on how latest advancements in Dynamics CRM 2016 can be used for the benefit of your business.

Microsoft Dynamics CRM 2015 Application Design Mahender Pal,2015-10-30 Master professional-level business application designs using Microsoft Dynamics CRM 2015 and its xRM featuresAbout This Book- Implement business logic using processes, plugins, and client-side scripts with MS CRM 2015- Develop custom xRM solutions to improve your business applications- A comprehensive guide with a solution-based approach that covers the new features of Microsoft Dynamics CRM 2015 and increasingly advanced topicsWho This Book Is ForThis book targets skilled developers who are looking to build business-solution software and are new to application development in Microsoft Dynamics CRM.What You Will Learn- Customize your Microsoft Dynamics CRM 2015 business application with ease- Get to know about the new features and enhancements of Microsoft Dynamics CRM 2015- Implement process automation using workflows, business rules, and business process flows- Carry out client-side logic and consume CRM web services using client-side code- Work across all your iOS platforms or devices with the integration feature of SDK- Develop and deploy plug-ins and learn how to troubleshoot issues- Know the how-to's of mobile enhancements with Microsoft DynamicsIn DetailBusinesses can have their developers build complete apps or plug-ins and interfaces to suit their business needs. With the application of MS CRM, administrators can alter the content, layout, and business logic for each business use case. Businesses can choose to run Dynamics CRM on their own internal server or to link to web-hosted installations. This book is an enhanced guide that covers all the new features released with Microsoft Dynamics CRM 2015. Coming straight off the shelf with a whole new frontier of updated business rules, process enhancements, SDK methods, and other enhancements, this book is a complete guide for all your Dynamics CRM questions.Starting off, this book will introduce you to the deployment options such as online and on-premise, and the software and hardware requirements as CRM customization. It will also teach you how to develop a sample application.Going deeper, this book teaches you about the new enhancements in Microsoft Dynamics CRM 2015 such as business process, new client-side scripting, mobile application, and actions enhancements. You will quickly get up and running with plugin development and project tracking concepts with the help of sample applications.The book concludes with how Microsoft Dynamics CRM extends its mobile capabilities and bring more feature-rich experience to the app users.Style and approachA solution-based guide to learn Microsoft Dynamics CRM's newest features, and customize and extend CRM's capabilities. Each topic is presented with comprehensive examples for creating custom solutions.

Microsoft Dynamics CRM 2013 Unleashed Marc J. Wolenik,2013-12-12 Microsoft◆ Dynamics CRM 2013 Unleashed presents start-to-finish guidance for planning, customizing, deploying, integrating, managing, and securing both cloud and on-premise based versions of Dynamics CRM. Leading Dynamics implementer Marc Wolenik fully covers Microsoft Dynamics CRM 2013, Microsoft Dynamics CRM Online Fall '13, and many features first introduced in Microsoft's Polaris and Update Rollup 12. You'll find thorough coverage of Dynamics' revamped Flow interface and advanced cross-platform mobile client support. Extensive new coverage also includes: Business Process Flows, Portable Business Logic, reporting and forms improvements, server-side email synchronization, MarketingPilot, NetBreeze, Yammer, and much more. Drawing on extensive insider knowledge, Wolenik presents proven best practices and pitfalls to avoid in using every significant Dynamics CRM 2013 capability-information available in no other book. Marc J. Wolenik, is CEO of Webfortis, a Microsoft Gold Customer Relationship Management Competency Partner that specializes in delivering Microsoft Dynamics CRM/xRM solutions for companies of all sizes. Learn from experience and dive deep into CRM technologies that cross almost every industry and vertical. His books include Microsoft Dynamics CRM 2011 Unleashed, Microsoft CRM 4 Unleashed, and Microsoft CRM 4 Integration Unleashed. Detailed information on how to... Compare on-premise and cloud versions of Dynamics CRM, make your best choice, and deploy painlessly Use the advanced configuration and customization options that offer you the most value Take full advantage of Dynamics CRM's new flow interface and productivity shortcuts Learn about new add-on features for Dynamics, including MarketingPilot, NetBreeze, and Yammer Personalize dashboards, activities, calendars, data import/export, and more Manage leads, opportunities, accounts, contacts, marketing lists, collateral, campaigns, quotes, orders, and invoices Integrate schedules, cases, contacts, and product/service information Build powerful automated workflows, processes, and complete solutions Deliver CRM applications to smartphones and tablets, including iOS devices Provide watch lists, automatic alerts, and other sales help through InsideView Social Insights Extend Dynamics CRM with custom plug-ins and add-ons Integrate Dynamics CRM 2013 with SharePoint, Azure, SQL Server, SRSS, Visual Studio, and .NET Framework ON THE WEB: Download all examples and source code presented in this book from informit.com/title/9780672337031 as it becomes available

Mastering Microsoft Dynamics 365 Customer Engagement Deepesh Somani,2019-02-28 A comprehensive guide packed with the latest features of Dynamics 365 for customer relationship management Key FeaturesCreate efficient client-side apps and customized plugins that work seamlesslyLearn best practices from field experience to use Dynamics 365 efficientlyUnleash the power of Dynamics 365 to maximize your organization's profitsBook Description Microsoft Dynamics 365 is an all-in-one business management solution that's easy to use and adapt. It helps you connect your finances, sales, service, and operations to streamline business processes, improve customer interactions, and enable growth. This book gives you all the information you need to become an expert in MS Dynamics 365. This book starts with a brief overview of the functional features of Dynamics 365. You will learn how to create Word and Excel templates using CRM data to enable customized data analysis for your organization. This book helps you understand how to use Dynamics 365 as an XRM Framework, gain a deep understanding of client-side scripting in Dynamics 365, and create client-side applications using JavaScript and the Web API. In addition to this, you will discover how to customize Dynamics 365, and quickly move on to grasp the app structure, which helps you customize Dynamics 365 better. You will also learn how Dynamics 365 can be seamlessly embedded into various productivity tools to customize them for machine learning and contextual guidance. By the end of this book, you will have mastered utilizing Dynamics 365 features through real-world scenarios. What you will learnManage various divisions of your organization using Dynamics 365 customizationsExplore the XRM Framework and leverage its featuresProvide an enhanced mobile and tablet experienceDevelop client-side applications using JavaScript and the Web APIUnderstand how to develop plugins and workflows using Dynamics 365Explore solution framework improvements and new field typesWho this book is for Mastering Microsoft Dynamics 365 Customer Engagement is for you if you have knowledge of Dynamics CRM and want to utilize the latest features of Dynamics 365. This book is also for you if you're a skilled developer looking to move to the Microsoft stack to build business solution software. Extensive Dynamics CRM development experience will be beneficial to understand the concepts covered in this book.

Microsoft Dynamics Crm Online a Complete Guide - 2019 Edition Gerardus Blokdyk,2019-03-19 How do you improve CRM use compliance with your sales team? What role can internal branding and employee engagement play in creating a positive brand experience? Who will have access to your Salesforce CRM

Content? Are you leveraging enough Gamification in your digital crm? If mobile technologies are supported, how is the software optimized for use on smartphone, tables, and other mobile devices? Defining, designing, creating, and implementing a process to solve a challenge or meet an objective is the most valuable role... In EVERY group, company, organization and department. Unless you are talking a one-time, single-use project, there should be a process. Whether that process is managed and implemented by humans, AI, or a combination of the two, it needs to be designed by someone with a complex enough perspective to ask the right questions. Someone capable of asking the right questions and step back and say, 'What are you really trying to accomplish here? And is there a different way to look at it?' This Self-Assessment empowers people to do just that - whether their title is entrepreneur, manager, consultant, (Vice-)President, CxO etc... - they are the people who rule the future. They are the person who asks the right questions to make Microsoft Dynamics CRM Online investments work better. This Microsoft Dynamics CRM Online All-Inclusive Self-Assessment enables You to be that person. All the tools you need to an in-depth Microsoft Dynamics CRM Online Self-Assessment. Featuring 974 new and updated case-based questions, organized into seven core areas of process design, this Self-Assessment will help you identify areas in which Microsoft Dynamics CRM Online improvements can be made. In using the questions you will be better able to: - diagnose Microsoft Dynamics CRM Online projects, initiatives, organizations, businesses and processes using accepted diagnostic standards and practices - implement evidence-based best practice strategies aligned with overall goals - integrate recent advances in Microsoft Dynamics CRM Online and process design strategies into practice according to best practice guidelines Using a Self-Assessment tool known as the Microsoft Dynamics CRM Online Scorecard, you will develop a clear picture of which Microsoft Dynamics CRM Online areas need attention. Your purchase includes access details to the Microsoft Dynamics CRM Online self-assessment dashboard download which gives you your dynamically prioritized projects-ready tool and shows your organization exactly what to do next. You will receive the following contents with New and Updated specific criteria: - The latest quick edition of the book in PDF - The latest complete edition of the book in PDF, which criteria correspond to the criteria in... - The Self-Assessment Excel Dashboard - Example pre-filled Self-Assessment Excel Dashboard to get familiar with results generation - In-depth and specific Microsoft Dynamics CRM Online Checklists - Project management checklists and templates to assist with implementation INCLUDES LIFETIME SELF ASSESSMENT UPDATES Every self assessment comes with Lifetime Updates and Lifetime Free Updated Books. Lifetime Updates is an industry-first feature which allows you to receive verified self assessment updates, ensuring you always have the most accurate information at your fingertips.

Sams Teach Yourself Microsoft Dynamics CRM 2011 in 24 Hours Anne Stanton,2012 This title explains how the core Dynamics CRM 2011 fits in today's organizations and explains everything users and managers need to make the most of it.

Microsoft Public Cloud Services Blain Barton,2015-05-30 Use Microsoft cloud services to help build a more competitive, agile business Grow your business with Microsoft public cloud services--without costly new hardware or IT staff. Discover high-value services including Microsoft Office 365, Microsoft Intune, Azure, OneDrive for Business, and Windows Server 2012 R2 in the cloud. Set up your work environment, build websites, customize apps, market online, and more! This Microsoft book: Walks you through setting up your business in the cloud Presents easy instructions to help you get started fast Links online demos, hands-on labs, and additional free training through the Microsoft Virtual Academy Covers all types of Microsoft public cloud services: software as a service (SaaS), infrastructure as a service (IaaS), and platform as a service (PaaS) Get the benefits of new technology without the hassles Deliver powerful Office 365 productivity tools on smartphones, tablets, and PCs Store files by using the built-in security features of Microsoft OneDrive for Business Collaborate via Skype for Business and Microsoft Dynamics CRM Online Manage all your Windows, iOS, and Android devices with Microsoft Intune Create virtual servers to handle your workload tasks Quickly extend business software to new users by using Microsoft Azure RemoteApp Access and use cloud applications from within the Azure Application Gallery Build new websites by using Azure Websites Develop mobile apps by using Windows App Studio

Microsoft CRM For Dummies Joel Scott,Michael DeLisa,2003-08-01 The ideal introductory guide to Microsoft's much anticipated entry into the Customer Relationship Management (CRM) software marketplace Discusses the key features of Microsoft's CRM software, including tools to help businesses sell more effectively, manage all customer communications in one place, track and convert leads, make informed decisions faster, and provide consistent service Provides expert tips and tricks to make the software work more effectively Explains how to achieve increased customer satisfaction, customer loyalty, and more profitable customer relationships Author is considered one of a handful of global experts on CRM for small- and medium-sized businesses

Microsoft Dynamics CRM 4 Integration Unleashed Marc Wolenik,Rajya Vardhan Bhaiya,2009-10-27 In Microsoft® Dynamics CRM 4 Integration Unleashed , two leading experts present proven techniques, best practices, and example code for going far beyond the out-of-the-box capabilities of Dynamics CRM 4. Using these solutions and sample applications, you will enhance all of your company's relationships–with vendors, distributors, employees, users, affiliates, and customers. Authors Marc J. Wolenik and Rajya Vardhan Bhaiya walk you step by step through integrating Dynamics CRM with SharePoint, Office Communicator, PerformancePoint, BizTalk, Silverlight, VoIP phone systems, and both Google and MSN mapping tools. They also present a full analysis of the CRM Accelerators and advanced topics and three full chapters on integration using Scribe's state-of-the-art adapters and templates. You'll discover how to extend Dynamics CRM 4 with enterprise dashboards, stronger "deep-dive" data analysis, and much more. Wolenik and Bhaiya even demonstrate how to make custom Dynamics CRM applications available directly to your customers, without compromising security. Use Dynamics CRM 4 as an "xRM" platform for developing custom applications to enhance any type of business relationship Leverage new Azure cloud computing solutions for Microsoft Dynamics CRM Design infrastructure to efficiently run your customized Microsoft Dynamics CRM implementation Extend CRM internally, with plug-ins, source-to-source integration, IFRAME-based custom application integration, and CRM JScript Extend CRM externally, with CRM Accelerators, public Web services, direct SQL interaction, and customer-facing Web sites Implement KPIs and gain deeper business insight by integrating Dynamics CRM 4 with Microsoft Office PerformancePoint Create dashboards and other visual CRM tools with Microsoft Silverlight Develop custom CRM applications with Visual Studio Integrate CRM with Team Foundation Server Use Scribe templates and adapters to streamline data integration and migration On the web: Download all examples and source code presented in this book from informit.com/title/9780672330544.

Microsoft CRM 3 For Dummies Joel Scott,David Lee,2006-04-27 Manage sales, service, and marketing processes all together Find out how to manage customer information to make your business more productive Whether you're completely new to customer relationship management (CRM) software or you just want the scoop on the newest version, this handy guide will get you going. Discover how to set up CRM 3, navigate and customize the system, use it to work with your accounts and contacts, collect leads, forecast sales, run reports, and much more. Discover how to * Develop and manage customer relationships * Implement a sales process * Set up security and access rights * Generate quotes, orders, and invoices * Manage leads and opportunities * Create and use product catalogs

Microsoft Dynamics CRM 2011 New Features Jim Wang,Darren Liu,2011-11-03 This book is packed with practical steps and screenshots to make learning fun and addictive. You will learn to build a complete Airline Compensation Management system using Dynamics CRM 2011. If you want a focused book that gets you up-to-speed with the new features of Microsft Dynamics CRM 2011 then this is the perfect book for you.

Microsoft Dynamics CRM 2011 Unleashed Marc Wolenik,Damian Sinay,Rajya Vardhan Bhaiya,2011-09-27 Microsoft® Dynamics CRM 2011 Unleashed presents start-to-finish guidance for planning, customizing, deploying, integrating, managing, and securing the newest version of Dynamics CRM. Authored by

three leading Microsoft Dynamics implementers, it illuminates new opportunities to deploy CRM as a hosted service (SaaS), integrate with Azure cloud services, and extend CRM through Microsoft's new online service marketplace. The authors systematically explain how Dynamics CRM 2011 works, illuminating why it works that way, and how to drive maximum business value from it. Drawing on insider knowledge of Microsoft's new product, they present clear examples, proven best practices, and pitfalls to avoid in using every significant Dynamics CRM capability. Their far-reaching coverage ranges from Dynamics CRM's sales, marketing, and customer service features to its automated workflows; Outlook and Office integration to reporting and security. This edition's extensive new coverage includes new chapters on Mobility, the Outlook Client, and Office 2010 integration, as well as greatly expanded coverage of CRM Online. It also contains new or expanded discussions of data visualization, SharePoint Foundation integration, user interface changes, inbuild charts, dashboards, IM and SMS communication support, auditing, no-code workflows, connections, queues, the new WCF-based programming model, UI scripting, and security.

Special Edition Using Microsoft CRM Laura Brown,John Gravely,2004 A sophisticated yet easy-to-use software program, Microsoft CRM handles the full range of Sales and Customer Service functions, and allows the user to access key customer and sales information from Microsoft Outlook and the Web. It is designed for rapid deployment, ease of use, and integration with Microsoft Office and Microsoft Great Plains' back-office solutions, increasing information reliability, employee usage and productivity. Special Edition Using Microsoft CRM shows sales, service, and business development specialists how to manage small businesses with the sophisticated technology that, until now, has been reserved for large corporations. Based on the author's real-world experience building CRM systems, this book provides the expert advice that MS CRM users need. To make the move to customer-centric operations using MS CRM, companies need an in-depth guide to managing the process, using the software, and making the implementation decisions that are required.

Crm Mobile Survival Guide Joel Lindstrom,2014-11-15 The book you wish you had before your first CRM mobile project. In the constantly evolving world of mobile devices there are some best practices we all should know. In the CRM Mobile Survival Guide you'll learn those best practices and comparisons between the top platforms and their offerings with Dynamics CRM. Strengths (and limitations) of common devices and deployment scenarios Troubleshooting Head to head comparison on key features between iOS, Windows and Android mobile platforms Two bonus chapters! What's to come for mobile in CRM 2015? Learn all about the planned features. Mobile development interest you? Guest author Kenichiro Nakamura writes of the ins and outs for developing your mobile apps with the Dynamics CRM platform.

Microsoft Dynamics CRM 4.0 Step by Step Jim Steger,Mike Snyder,Brendan Landers,2008-09-10 Whether you're in sales, marketing, or customer service—quickly teach yourself how to get closer to your customers with Microsoft Dynamics CRM. With STEP BY STEP, you set the pace—building and practicing the skills you need, just when you need them! Create and manage accounts—for a 360¿ view of your customers and business Work with Microsoft Dynamics CRM directly from Microsoft Outlook Track customer activity; import and map data automatically Manage campaigns, leads, quotes, contracts, and orders Employ basic to advanced reporting capabilities Your all-in-one learning experience includes: Files for building skills and practicing the book's lessons Fully searchable eBook Sample chapters from related Microsoft Press books WINDOWS VISTA PRODUCT GUIDE eReference—plus other resources—on CD For customers who purchase an ebook version of this title, instructions for downloading the CD files can be found in the ebook.

Microsoft Dynamics Crm 2011 Mark AuCoin,2012-01-18 Microsoft Dynamics CRM 2011: Dashboards Cookbook is packed with practical step-by-step recipes covering tasks which utilize all of the new dashboard features of Dynamics CRM 2011. If you are a developer who is excited about creating, customizing, and designing Dashboards in Dynamics CRM 2011, this book is for you. You should be comfortable with general Dynamics CRM functionality for this or a previous release. This book may also be valuable to End Users and Power Users interested in the new Dashboard features of this release.

Microsoft Dynamics CRM 4 Integration Unleashed Marc J. Wolenik,Rajya Vardhan Bhaiya,2010 In Microsoft◆ Dynamics CRM 4 Integration Unleashed , two leading experts present proven techniques, best practices, and example code for going far beyond the out-of-the-box capabilities of Dynamics CRM 4. Using these solutions and sample applications, you will enhance all of your company's relationships-with vendors, distributors, employees, users, affiliates, and customers. Authors Marc J. Wolenik and Rajya Vardhan Bhaiya walk you step by step through integrating Dynamics CRM with SharePoint, Office Communicator, PerformancePoint, BizTalk, Silverlight, VoIP phone systems, and both Google and MSN mapping tools. They also present a full analysis of the CRM Accelerators and advanced topics and three full chapters on integration using Scribe's state-of-the-art adapters and templates. You'll discover how to extend Dynamics CRM 4 with enterprise dashboards, stronger deep-dive data analysis, and much more. Wolenik and Bhaiya even demonstrate how to make custom Dynamics CRM applications available directly to your customers, without compromising security. Use Dynamics CRM 4 as an xRM platform for developing custom applications to enhance any type of business relationship Leverage new Azure cloud computing solutions for Microsoft Dynamics CRM Design infrastructure to efficiently run your customized Microsoft Dynamics CRM implementation Extend CRM internally, with plug-ins, source-to-source integration, IFRAME-based custom application integration, and CRM JScript Extend CRM externally, with CRM Accelerators, public Web services, direct SQL interaction, and customer-facing Web sites Implement KPIs and gain deeper business insight by integrating Dynamics CRM 4 with Microsoft Office PerformancePoint Create dashboards and other visual CRM tools with Microsoft Silverlight Develop custom CRM applications with Visual Studio Integrate CRM with Team Foundation Server Use Scribe templates and adapters to streamline data integration and migration On the web: Download all examples and source code presented in this book from informit.com/title/9780672330544.

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