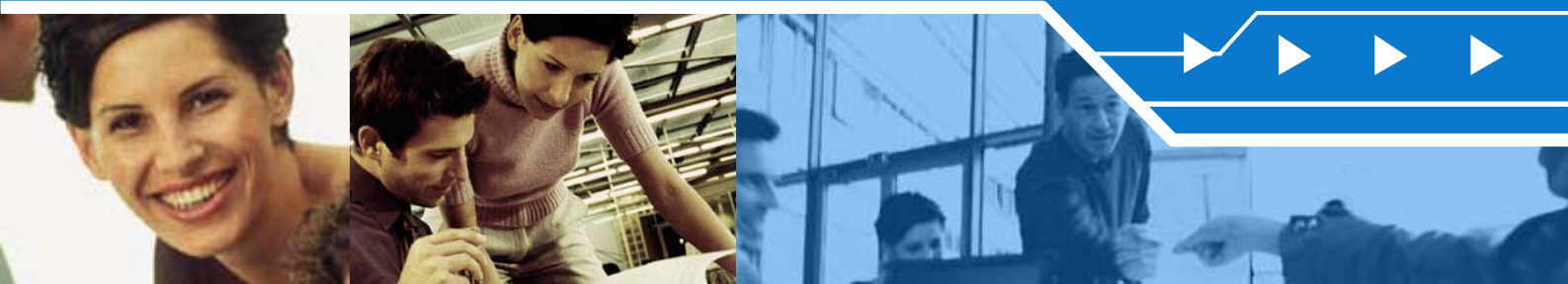




## Learning and Professional Development



### Microsoft CRM Customer Service

*The key to superior customer service satisfaction...*

#### Course Benefits:

Learn how to track customer requests, manage support issues, and provide customers with efficient and effective customer service. Learn how to use Microsoft CRM to enhance customer service.

To be Covered? ✓	Time Allocated (mins)	Competencies: The Participant will be able to:
	15	<ul style="list-style-type: none"> <li>Familiarise yourself with the Microsoft CRM Service Screens and associated information with these screens.</li> </ul>
	45	<ul style="list-style-type: none"> <li>Learn how to create and modify Cases/Issues, and learn how to resolve, cancel and reactivate Cases/Issues.</li> </ul>
	30	<ul style="list-style-type: none"> <li>Learn how to manage Customer Queues so that you can route and assign Cases/Issues to other users or Queues.</li> </ul>
	30	<ul style="list-style-type: none"> <li>Understand how to use the Knowledge Base to create Knowledge Base Articles, Publish and Delete Articles.</li> </ul>
	45	<ul style="list-style-type: none"> <li>Learn how to add Contracts, Contract Templates, and set up contracts for renewal.</li> </ul>
	15	<ul style="list-style-type: none"> <li>Know some of the key service reports in Microsoft CRM Customer Service.</li> </ul>

#### Duration:

Half Day

#### Cost: Public Course:

\$395 first person from your organisation \$250 for each additional person **OR** combine with our Microsoft CRM Intro Course for a full day's training for \$695 first person from your organisation \$460 for each additional person.

#### Private Course:

Half day/Full day courses are \$800/\$1500 plus \$50 per extra person. Prices do not include GST.

#### Who Should Attend:

Anyone associated with customer service, ie. customer service representatives, and customer service managers.

#### Pre-Requisites:

- Microsoft Windows knowledge
- Microsoft Internet Explorer
- PA CRM Introduction Course

#### What To Bring:

Top 2 issues that hinder the customer resolution process.