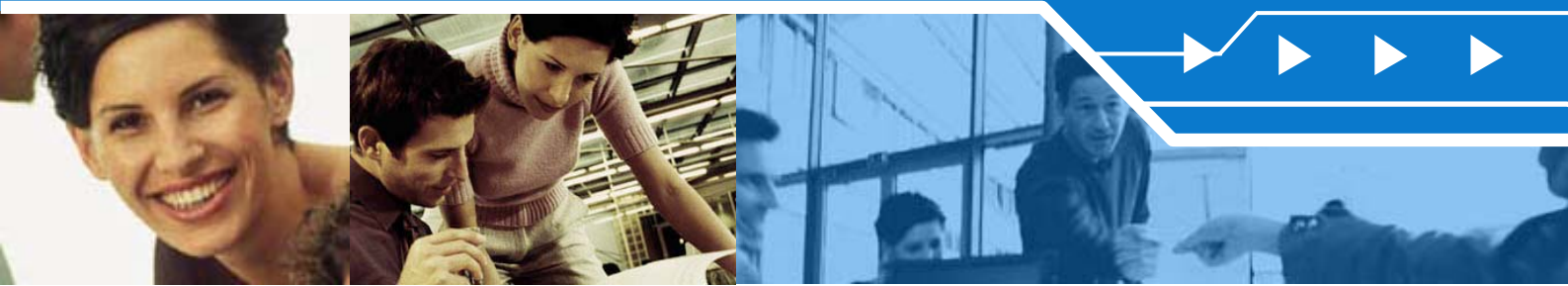




## Learning and Professional Development



### Microsoft CRM Introduction

*The foundation to using Microsoft CRM...*

#### Course Benefits:

This course works you through the basic components in using Microsoft CRM. Learn how to increase productivity without increasing effort.

To be Covered? ✓	Time Allocated (mins)	Competencies: The Participant will be able to:
	30	<ul style="list-style-type: none"> <li>Familiarise yourself with the Microsoft CRM Screens and set up your personal options.</li> </ul>
	60	<ul style="list-style-type: none"> <li>Learn how to add Leads, Opportunities, Accounts and Contacts and save time entering related information between these records.</li> </ul>
	45	<ul style="list-style-type: none"> <li>Record activities such as emails, faxes, phone, letters and appointments and learn how to organise these activities for the future.</li> </ul>
	15	<ul style="list-style-type: none"> <li>Familiarise yourself with your personal work area in Microsoft CRM as well as the Sales and Service module screens.</li> </ul>
	15	<ul style="list-style-type: none"> <li>Learn how to search for customer information quickly and efficiently using the Advanced Find search engine.</li> </ul>
	15	<ul style="list-style-type: none"> <li>Learn how to print both numeric and graphical reports as well as drilling into the information with on-screen generated reports.</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 sales prospects or customers.

#### Pre-Requisites:

- Microsoft Windows knowledge
- Microsoft Internet Explorer
- Microsoft Outlook and Word knowledge

#### What To Bring:

Top 2 tasks that take the most time with your customers.