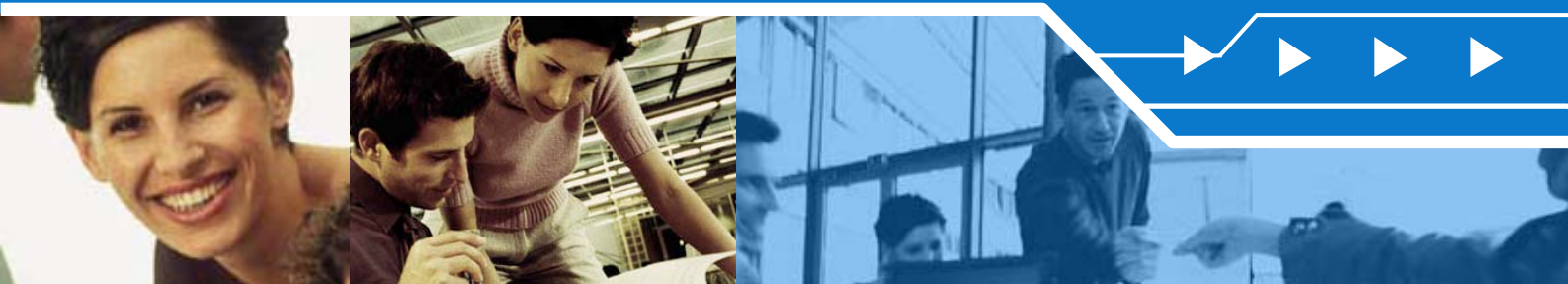# Learning and Professional Development

Microsoft CRM Sales
The key to increasing sales success…

Course Benefits:
Learn how to manage leads and opportunities, measure sales activities, and efficiently track customer communications. Skills developed will facilitate a shorter sales cycle, higher close rate, and improve customer retention.

To be Covered? ✔	Time Allocated (mins)	Competencies: The Participant will be able to:
	30	▪ Navigating the Microsoft CRM Sales screens, manage leads and opportunities.
	45	▪ Manage Accounts, Contacts and Competitors from the CRM Sales Screens.
	45	▪ Understanding the Microsoft CRM Sales Process. Learn about how to use Microsoft CRM to track your prospects from a potential prospect right through to a qualified sale.
	45	▪ Using Microsoft CRM Sales for Outlook for emailing customers, setting up appointments and creating tasks all seamlessly integrated between Microsoft CRM and Microsoft Outlook. Learn how to send mail merged documents from Microsoft CRM to your clients.
	15	▪ Learn how to print some of the key sales reports used in Microsoft CRM such as your sales pipeline reports, etc., as well as other print features.

Duration:
Half Day

Cost: Public Course:
$395 first person from your organisation $230 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:
Haft day/Full day courses are $800/$1500 plus $50 per extra person. Prices do not include GST.

Who Should Attend:
Anyone associated with managing and increasing sales prospects or customers.

Pre-Requisites:
- Microsoft Windows knowledge
- Microsoft Internet Explorer
- Microsoft Outlook and Word knowledge
- PA Microsoft CRM Introduction Course

What To Bring:
  Top 2 tasks that take the most time with your customers.

professional **advantage**

Please note: All times allocated include time for tasks. Time allocated is an average for this competency. Depending on participants and issues raised, this time can vary.