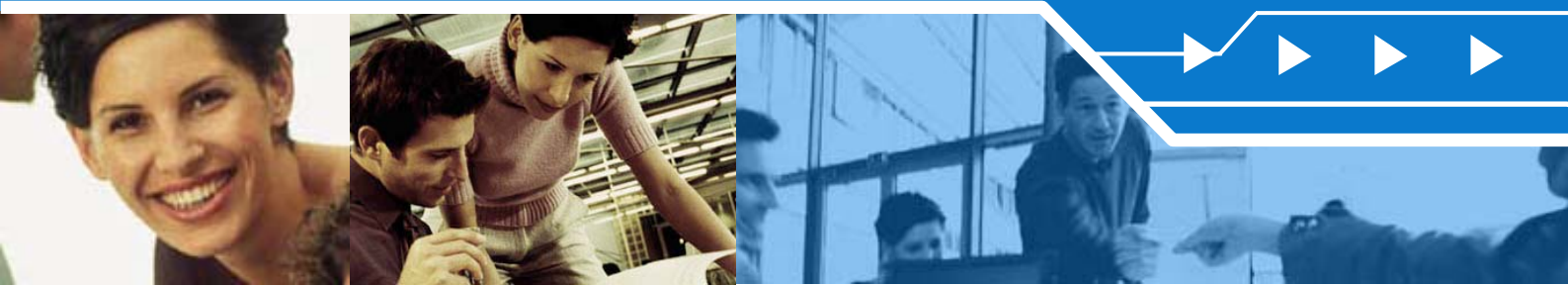




Learning and Professional Development

The key to your empowerment of Microsoft CRM



To be Covered? ✓	Time Allocated (mins)	Competencies: The Participant will be able to:
	60	<ul style="list-style-type: none"> Learn how to create and manage Users and Security Roles within Microsoft CRM
	60	<ul style="list-style-type: none"> Learn how to use the Product Catalogue as well as learn how to manage Products and Price Lists within a Product Catalogue.
	20	<ul style="list-style-type: none"> Learn how to design and create new email templates as well as manage their use within Microsoft CRM.
	20	<ul style="list-style-type: none"> Familiarise yourself on how to create a subject hierarchy in Microsoft CRM, creating efficient business category levels.
	120	<ul style="list-style-type: none"> Learn how to customise screens, fields and views in Microsoft CRM to better suit your business processes – all with minimal technical knowledge!
	20	<ul style="list-style-type: none"> Learn how to create and manage territories within Microsoft CRM to provide regional sales information.
	20	<ul style="list-style-type: none"> Learn how to create important announcements with date sensitive broadcasting to Microsoft CRM users.
	120	<ul style="list-style-type: none"> Learn how to design and create workflows and sales processes within Microsoft CRM to automate many of your company's sales and business activities, leading to significant reductions in the sales cycle – again all with minimal technical knowledge!

Duration:

Full Day

Cost: Public Course:

\$760 first person from your organisation \$495 for each additional person.

Private Course:

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

Who Should Attend:

System Administrators responsible for the maintenance of Microsoft CRM.

Pre-Requisites:

- Microsoft CRM Introduction and either Microsoft CRM Sales or Service knowledge
- Microsoft Windows knowledge
- Microsoft Outlook and Word knowledge
- Microsoft Internet Explorer