Microsoft CRM Training

Distinguish your Microsoft CRM skills and help you organisation to analyse market trends, redefine sales performance and create customer loyalty

Global Knowledge, the world’s leading Microsoft Gold Learning Partner and the winner of Microsoft’s 2015 Partner of the Year Finalist Award for excellence in IT training and public service, is offering authorised Microsoft CRM training to develop your technical skills. Microsoft CRM training by Global Knowledge boosts the knowledge of the IT professionals working in those organisations who want deliver exceptional customer experiences and creating long-term relationships based on knowledge and trust.

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Duration</th>
<th>Exam</th>
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</thead>
<tbody>
<tr>
<td>Installation and Deployment in Microsoft Dynamics CRM 2013</td>
<td>M80539</td>
<td>2 days</td>
<td>MB2-702</td>
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</tbody>
</table>

This two-day training course provides individuals with the skills to install and deploy Microsoft Dynamics CRM 2013. The training material focuses on the components used within a Microsoft Dynamics CRM deployment, the hardware and software requirements needed to successfully deploy Microsoft Dynamics CRM, and the installation instructions for the primary Microsoft Dynamics CRM components: the Microsoft Dynamics CRM Server, the E-Mail Router, and Microsoft Dynamics CRM for Office Outlook. The course also covers upgrading from earlier versions, configuring an Internet-facing Deployment and administration tasks.

This course is intended for implementation consultants, system integrators, or support professionals who need to install and deploy Microsoft Dynamics CRM 2013.

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<tbody>
<tr>
<td>Customisation and Configuration in Microsoft Dynamics CRM 2013</td>
<td>M80542</td>
<td>3 days</td>
<td>MB2-703</td>
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</tbody>
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This course describes the techniques required to customise Microsoft Dynamics CRM to meet the specialised needs of businesses. The topics covered include security, creation and configuration of entities; design of forms views and charts; auditing and solutions. The course describes each topic and how each topic relates to the other topics to produce a full configured, effective solution.

This training is intended for both novice and experienced customizers of Microsoft Dynamics CRM who are familiar with the end-user principles of the software. No programming skills are required, but a basic understanding of database principles will be an advantage.
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<tr>
<td>Customer Service in Microsoft Dynamics CRM 2013*</td>
<td>M80545</td>
<td>1 day</td>
<td>MB2-700</td>
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This course focuses on how an organisation can nurture customer satisfaction through automation of business processes within Microsoft Dynamics CRM 2013. This course provides an insight into all of the powerful Customer Service and Service Scheduling functionality capabilities within Microsoft Dynamics CRM 2013.

This course is for individuals that plan to implement, use, maintain, or support Microsoft Dynamics CRM 2013 in their organisation. The training is intended for customer service representatives, service schedulers, administrators, office managers, CEOs, and consultants who want to gain foundational knowledge of the application functionality.

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<tr>
<td>Sales Management in Microsoft Dynamics CRM 2013*</td>
<td>M80546</td>
<td>1 day</td>
<td>MB2-700</td>
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</table>

This course introduces the capabilities of Sales Management in Microsoft Dynamics CRM 2013 that allow you to track and manage the sales process from potential to close. This course provides insight on sales process information, and introduces the tools available to analyse and report on sales information.

This course is for individuals that plan to implement, use, maintain, or support Microsoft Dynamics CRM 2013 in their organisation. The training is intended for sales representatives, administrators, office managers, CEOs, and consultants who want to learn the available sales features within Microsoft Dynamics CRM 2013.

*These two courses have one single exam: MB2-700

**More Information**

Are you interested in Microsoft CRM training or any of the other Microsoft learning solutions from Global Knowledge? Contact your local Global Knowledge Training Advisor for more information or send an email to training@globalknowledge.qa.

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