



TRAINING OFFER!



Microsoft Dynamics CRM 4.0™ *TRAINING OPPORTUNITIES!*

August 2009: Sydney

Mon 17th – Tue 18th	<i>Installation & Deployment in Microsoft Dynamics CRM 4.0</i>
Wed 19th – Fri 21st	<i>Applications in Microsoft Dynamics CRM 4.0</i>
Mon 24th – Wed 26th	<i>Customization & Configuration in Microsoft Dynamics CRM 4.0</i>
Wed 26th – Fri 28th	<i>Extending Microsoft Dynamics CRM 4.0</i>

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Microsoft Dynamics CRM 4.0 Course Overviews

Installation and Deployment

Microsoft Course No : 8911

This two-day instructor-led course provides students with the tools to install and configure Microsoft Dynamics CRM 4.0. The course 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.

Applications

Microsoft Course No: 8913

This three-day instructor-led course provides students with the knowledge and skills to improve their business processes by using the key features of sales management, marketing automation, service management, and service scheduling.

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

Customization & Configuration

Microsoft Course No : 8912

This course teaches students how to configure Microsoft Dynamics CRM organizational settings, organizational structure, users, teams, security, multilingual user interface, and currency exchange rates to meet your business requirements. Students are also shown how to use the application's built-in customization tools to customize Microsoft Dynamics CRM user interface components and databases components such as forms, views, entities, attributes, relationships, and mappings.

Extending Microsoft Dynamics CRM

Microsoft Course No: 8969

This course provides students with the knowledge and skills to develop extensions for Microsoft Dynamics CRM. The course focuses on extension methods documented in the Microsoft Dynamics CRM SDK. It also includes content on Microsoft Dynamics CRM Web Service programming, creating and configuring Custom Workflow Activities and Plug-ins, advanced client-side scripting, application integration capabilities and how to create a customer portal solution.



50% off all Microsoft Training for orders placed before June 30

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