

Microsoft Dynamics CRM 2011/2013/2015/2016 Training Program for CRMProfessionals.

Microsoft Dynamics CRM training for individuals to build professional career in Microsoft dynamics CRM, in this program we cover all the modules (Functional, Technical, Administrative) required for implementing successful customer relationship management program in your organization or for your clients. Our learning pack covers all the aspects and key requirements for a CRM process and integration with existing systems. By joining the course you will become CRMProfessional.

Before joining the Microsoft Dynamics CRM course you can attend a free demo class, for demo class timings please call us on 919206544272.

Course Content

PART I - Installation and Deployment

- Microsoft Dynamic CRM Over view
- Different types of Deployment (Online , On-Premise and Partner Hosted)
- Hardware and Software Requirements
- Installation of Dynamics CRM
- Installation and Configuration of Email Router
- Deployment Manager
- Reporting Configuration
- Organization Import and database Restore
- Upgrade lower version to Higher Version

- Database Structure
- Language pack Installation
- Roll up Installations

PART II - Microsoft Dynamic CRM Applications

- Overview
- Navigation
- Working with the Application
- Working with Records
- Quick Find and Multi-entity search
- Marketing , Sales and Service Overview
- Marketing , Sales and Service Life Cycle with different domains and real time examples

Sales

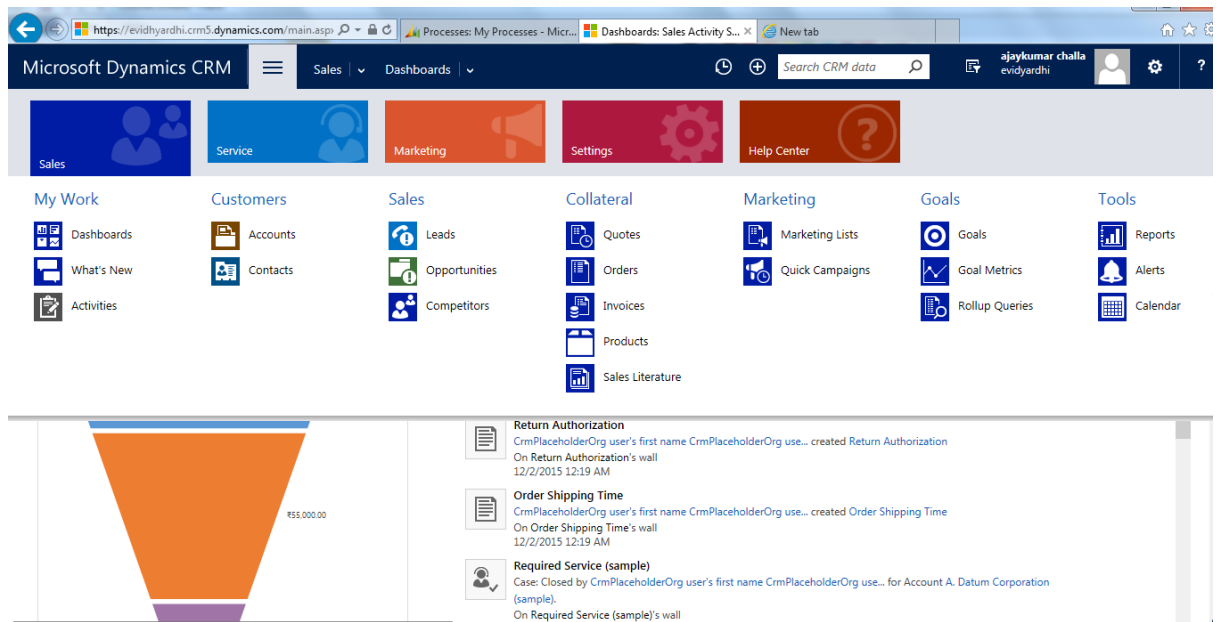
- • Leads
- • Opportunities
- • Competitors
- • Products
- • Quotes, Orders and Invoices
- • Goals

Marketing

- • Marketing Lists
- • Campaigns
- • Sales Literature
- • Quick Campaigns

Services:

- • Services
- • Service Calendar
- • Cases
- • Knowledge Base
- • Contracts



PART III- Customization and Configuration

- Entity Creation and Meta Data
- Field Creation (Includes all out-of-the-box Fields)
- Form Customizations (Multiple Forms, Role based Forms, Quick View Form, Quick Create Form, Mobile Form and Tablet Form).
- Relation Ships (1:N,N:N and N:N) and behaviours
- Sub Grids
- Lookup Filtration
- Web Resource (HTML, Image etc.)
- I Frames
- View Customization (System Views, Personal Views)
- Dashboard and Charts
- Field level Security
- Calculated Fields
- Rollup Fields
- Hierarchy View
- Data Management (Import, Export, Reimport, Bulk record deletion)
- Auditing
- Templates (Email Templates)
- Goal Management
- Queue Management
- Security (Users,Teams,BusinessUnits,Roles,Hiararchy)
- Timer Controls

PART IV -Integration with Microsoft Dynamics CRM

- MS CRM SDK (MS CRM Architecture, Assemblies, CRM Application Framework, WCF Web Service)
- SSRS Integration with MS CRM
- Asp. Net Integration with MS CRM
- CURD Operations
- Query Expressions
- Fetch Xml
- Query by Attribute
- SharePoint Integration with MS CRM
- Outlook Offline Client Integration with MS CRM
- SSIS Integration with MS CRM
- 3rdParty Integration with MS CRM
- Data Migration with MS CRM

PART V - Advanced technical -Extending CRM

- Plugins
 - MS CRM Plugin Architecture
 - Development
 - Registration
 - Debugging
 - Shared Variables
 - images/d-crm
 - Plugin Messages
 - Impersonation
 - Plugin Constructors
 - Offline Plugins
 - Plugin Execution Order
 - Handling Exceptions
 - Synchronous vs. Asynchronous
- Workflows
 - Understanding Workflows Basics
 - Understanding the trigger options with RT workflow
 - Workflow Actions
 - Real Time Workflows
 - Asynchronous Workflows
 - Child Workflows
 - On Demand Workflows
 - Custom Workflows
 - Recursive Workflows
 - Wait Conditions
 - Extending Workflows with Code

- Dialog
- Business Process
- Actions
- JavaScript
- Advance JavaScript
- Business Rules
- Ribbon Customizations
- Site Map Customizations
- Solution Management