

# MICROSOFT DYNAMICS CRM IMPLEMENTATION



# Microsoft Dynamics Crm 4.0 User Guide

**Marcel A. Müller**

## **Microsoft Dynamics Crm 40 User Guide:**

Microsoft Crm 4.0 User Handbook Stamati Crook,2008-08-01 The Microsoft CRM 4 0 User Handbook is for people using and evaluating Microsoft CRM A lot of ground is covered with an emphasis on providing a full and concise summary of all the features of CRM rather than a step by step guide You will understand the sales cycle how to run a marketing campaign and how to schedule appointments and service activities The user interface is explored in full detail both from a web browser and from the Outlook client for CRM and you will learn how to run a mail merge to Word and export to Excel Customisation and workflow features are covered from a user point of view and we do not discuss installation or programming issues although the author is a programmer Readers will want to have this book nearby as they explore Microsoft CRM and will keep it handy on their bookshelf as they begin to use CRM to its full potential InfoWorld ,2001-12-24 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects Network World ,2001-12-24 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce

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