1 Days

Introduction to Microsoft Dynamics CRM 2011

This one-day instructor-led course provides an introduction to Microsoft Dynamics CRM 2011. The course focuses on the user interface and working with the application and provides a foundation for other Microsoft Dynamics CRM 2011 courses. The course describes Microsoft Dynamics CRM concepts, the Web interface, the Microsoft Dynamics CRM for Outlook interface, searching, and reporting.

Course Details

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Course Outline

Module 1: Microsoft Dynamics CRM Concepts This module provides a high-level overview of Microsoft Dynamics CRM and describes ways to navigate the application. Lessons Microsoft Dynamics CRM functionality Microsoft Dynamics CRM clients Security Microsoft Dynamics CRM records The Get Started pane Application navigation Microsoft Dynamics CRM Help and the Resource Center Lab : Navigate Microsoft Dynamics CRM After completing this module, students will be able to do the following:

Who Should Attend

This course is intended for individuals who plan to implement, use, maintain, or support Microsoft Dynamics CRM in their organization. The course is intended for anyone who wants to gain foundational knowledge of Microsoft Dynamics CRM 2011.

Pre Requisite

Before attending this course, students must have a working knowledge of the following:

Exams

Microsoft Certified Professional (MCP) []

Date - Jun 13, 2025