2 Days 80727: Sales Management in Microsoft Dynamics CRM 2016

In this Microsoft Dynamics CRM 2016 Sales course, you'll learn to utilise the full capabilities of the Sales CRM solution within Microsoft Dynamics CRM 2016.

You'll learn the skills to track, manage and analyse each step in the sales cycle, and how to relate this analysis and its outcomes to your business and sales scenarios. You'll also learn how to track sales from potential to close

Course Details
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Course Outline

1. Manage Microsoft Dynamics CRM components and the product catalog
    1. Manage Dynamics CRM sales management components
    2. Manage the product catalog
2. Manage leads, opportunities, and sales
    1. Manage leads
    2. Manage opportunities
    3. Manage the sales order process
3. Manage metrics and perform sales analysis
    1. Manage metrics and goals
    2. Perform sales analysis
4. Integrate Microsoft Dynamics CRM with other products
    1. Configure email integration
    2. Configure collaboration
    3. Configure Office productivity

Who Should Attend

Individuals wishing to obtain a certification in Dynamics CRM 2016 Sales should take this exam. The primary audience is a partner who sells and implements sales modules in Microsoft Dynamics CRM 2016. This audience typically includes sales operation managers, customer service managers, service schedulers, administrators, office managers, executives and consultants who want to demonstrate a foundational understanding of the application functionality. The exam is appropriate for those who are new to Dynamics CRM, yet have a background in the business process as well as Microsoft Office.

Pre Requisite

- Some basic experience using Windows applications
- Some basic understanding of Sales in Microsoft Dynamics CRM
- Completion of the Microsoft Dynamics CRM Introduction course

Exams

Sales Management in Dynamics CRM 2016 [MB2-713]

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