

Microsoft Dynamics AX 2013 CRM Consultants

Course Description

Microsoft Dynamics CRM is a full-fledged customer care and sales/marketing management system being used by many small to large size business around the globe. In Dynamics CRM, you will gain hands-on knowledge on business processes and how those are implemented in the system to achieve automation. You will learn system management and customization and the steps to generate various reports for the business and management decisions.

This course introduces the capabilities of Dynamics CRM 2013 that allow you to track and manage the sales and customer related activities, and gives insight on the tools available to analyze and report on sales information.

What you will learn

- 1- Fundamentals of CRM System
- 2- Understanding Business Process in Microsoft Dynamics CRM 2013
- 3- Generating various reports in Microsoft Dynamics CRM 2013
- 4- Creating Users, Teams, Vendors and Suppliers
- 5- Design and configure business rules and business process flows
- 6- Understanding basic flow of sales activity
- 7- Create and manage Competitor information
- 8- Create price lists
- 9- Create marketing campaigns and special offers
- 10- Use of Sales Analysis tools to capture critical sales information and identifying new business opportunities

Course Details

- 1- Customization and Configuration in Microsoft Dynamics CRM 2013
- 2- Customer Service in Microsoft Dynamics CRM 2013
- 3- Sales Management in Microsoft Dynamics CRM 2013

Who should attend?

1. Consulting & Software Houses dealing with CRM Solutions
2. Organizations which are currently working on or have plans to implement MS Dynamics CRM
3. Professionals working in firms who want to implement MS Dynamics CRM in near future.

About The Company:

Synergy Computers (Pvt) Ltd. is today one of the leading technology company in the country providing best off the shelf solutions for Technology Infrastructures and Systems Integrated Services. Our long affiliations with diverse and some of the leading international brands in related technologies has helped us achieve rich and multi-faceted experience. An impressive client base, envy of our competitors, is result of a singular approach serving our customers with dedication and commitment for the last 30+ years.

Address:

56-D, K.D.A, Scheme No.1 Main
Miran M. Shah Road Karachi

Phone: (92-21) 34540908
(92-21) 34527060

Email: training@synergy.net.pk