Working with Microsoft® Dynamics? CRM 4.0

By Jim Steger,Mike Snyder

PHI Learning 0. Softcover. Book Condition: New. 2nd edition. A practical introduction to Microsoft Dynamics CRM, this book provides case studies, integration and performance guidelines, and tool sets?the information you need to help create successful CRM solutions. The book also explains how to maintain Microsoft Dynamics CRM 4.0, making it of interest to IT professionals who support Microsoft Dynamics CRM 4.0 users. CONTENTS: ? Table of Contents ? Foreword xi ? Acknowledgments xiii ? Introduction xvii ? Who Is This Book For? xvii ? Organization of This Book xviii ? Prerelease Software xix ? Microsoft Dynamics CRM Live xix ? System Requirements xix ? Client xx ? Server xx ? Code Samples xx ? Find Additional Content Online xx ? Support for This Book xxi ? Questions and Comments xxi ? Part I Overview and Setup ? 1 Microsoft Dynamics CRM 4 0 Overview 3 ? Life Without Customer Relationship Management 3 ? Introducing Microsoft Dynamics CRM 5 ? Software Design Goals 6 ? Deployment Options and Editions 12 ? Licensing 15 ? Front Office vs Back Office 18 ? System Requirements 19 ? Core Concepts and Terminology 21 ? User Interfaces 21 ? Entities 23 ? Microsoft Dynamics CRM...

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