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Nota di contenuto	Microsoft Dynamics CRM 2011 Administration Bible; About the Authors; Credits; Part I: Laying a Solid Foundation; Managing Customers with CRM; Chapter 1: Familiarizing Yourself with CRM; Getting Acquainted with CRM: Concepts and Terminology; Understanding What Makes Microsoft Dynamics CRM Unique; XRM: Extending CRM; Planning a Successful CRM Project; Summary; Chapter 2: Taking a Tour of Dynamics CRM; Looking at What's New in Microsoft Dynamics CRM 2011; Changes to the User Experience; Choosing a Deployment Option; System Requirements; Accessing CRM; Summary; Part II: Installing Dynamics CRM Chapter 3: Architecting Your CRM SystemPlanning Your Installation Strategy; Breaking Out Server Roles; Installing the Dynamics CRM Server; Upgrading the Dynamics CRM Server; Summary; Chapter 4: Installing Other Components for Dynamics CRM; Installing Ancillary Server Components; Configuring Dynamics CRM for External Access; Integrating E-Mail with Dynamics CRM; Installing the Outlook Client; Summary; Part III: Administering Dynamics CRM; Chapter 5: Post-Installation System Settings; Putting Your Dynamics CRM House in

Order; Taking Your Network and Domain Policies into Consideration
Planning and Implementing Your Organization's StructurePreparing for
Your First User; Summary; Chapter 6: Managing Users in Dynamics
CRM; Understanding Licensing Options; Authenticating Users;
Managing Users; Summary; Chapter 7: Using the Deployment Manager;
Using the Deployment Manager Console; Summary; Chapter 8:
Managing Data; Importing Data with the Import Data Wizard; Detecting
Duplicates; Cleaning Up Your Data with the Bulk Deletion Wizard;
Summary; Chapter 9: Maintaining, Optimizing, and Troubleshooting
Dynamics CRM; Maintaining Dynamics CRM; Optimizing Dynamics CRM
Troubleshooting Errors and Performance ProblemsSummary; Part IV:
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Ownership; Connections and Customer Relationships; Managing
Activities with Dynamics CRM; Using Queues; Working with E-mail
Templates; Merging Duplicate Records; Using Your Mobile Device with
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Outlook; Comparing the Outlook and Web Versions of Dynamics CRM;
Using Dynamics CRM within Outlook; Using the Outlook Extensions;
Summary
Chapter 12: Using the Sales FunctionsUnderstanding the Sales Lifecycle;
Managing Leads; Managing Opportunities; Working with the Product
Catalog; Working with Quotes, Orders, and Invoices; Summary; Chapter
13: Using the Marketing Functions; Managing Campaigns; Using Quick
Campaigns; Working with Marketing Lists; Other Marketing Functions;
Summary; Chapter 14: Using the Service Functions; Managing Cases;
Scheduling Service; Summary; Part V: Customizing Dynamics CRM
Through the User Interface; Chapter 15: Realizing the Benefits of Office
and SharePoint Integration
Exporting and Importing Data with Microsoft Excel

Sommario/riassunto

An in-depth, expert guide to Microsoft Dynamics CRM 2011 from
Microsoft CRM experts! What better way to learn how to administer
Dynamics CRM 2011 than from two Microsoft CRM experts? This in-
depth Bible is packed with expert guidance on the latest version of
Microsoft's hot CRM product. Whether you're new to Dynamics CRM or
upgrading from an earlier version, you'll get thoroughly up to speed on
everything from the basics to new features and more.Brings you up to
speed on Microsoft Dynamics CRM 2011, the latest version of
Microsoft's fast-growing customer relationship mana

2. Record Nr.	UNICAMPANIAVAN0072674
Autore	Seneca, Lucius Annaeus
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Pubbl/distr/stampa	Cambridge, : Harvard university London, : Heinemann, 1985
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