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Autore	Benson Neil
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Nota di contenuto	Cover; Copyright; Credits; About the Author; About the Reviewers; www.PacktPub.com; Table of Contents; Preface; Chapter 1: Overview of Microsoft Dynamics CRM 2011; Architecture of Microsoft Dynamics CRM 2011; Multi-tier architecture; Presentation tier; Application tier; Data tier; Supported and unsupported customization; Supported customizations; Unsupported customizations; Deployment options; On-premise deployment; Partner-hosted deployment; Online deployment; Deployment differences; Using an implementation methodology; Microsoft Dynamics Sure Step; Customization security roles; Summary Chapter 2: Configuring the System SettingsConfiguring the system settings; How to configure the system settings; General; Calendar; Formats; Auditing; E-mail; Marketing; Customization; Outlook; Reporting; Goals; Understanding CRM for Outlook settings; CRM for Outlook settings; CRM System Settings; CRM for Outlook Personal Options; Exportable settings; System settings exported in a solution; System settings not exported in a solution; Additional settings exported in a solution; Auto-numbering; Relationship Roles; ISV Config; Summary; Test your knowledge Chapter 3: Configuring the Organization StructureThe organization

structure; Planning the organization structure; Business units; The root business unit; Managing the business units; How to create a new business unit; How to rename a business unit; How to change a business unit's parent business unit; How to disable and enable a business unit; How to delete a business unit; Users; Introduction to user management; Importance of managing users; Authentication; Licensing; Creating and managing users; How to create a user; How to create multiple users; How to disable a user; How to enable a user How to reassign a user's records to another userHow to assign a security role to a user; How to assign a user to a team; Teams; Introduction to teams; Default business unit teams; Managing teams; How to create a team; How to add users to a team; How to remove users from a team; How to add teams to a user; How to assign a security role to a team; How to remove a security role from a team; How to share records with a team; How to unshare records with a team; How to delete a team; Security roles and privileges; Introduction to security roles; Standard security roles
Business units and inherited security rolesApplying security roles to users and teams; How to create a custom security role; Introduction to security privileges; Entity-based security privileges; Task-based security privileges; Other security features; Field security profiles; Role-based forms; User interface customization; Summary; Test your knowledge; Chapter 4: Entity and Attribute Customization; Custom entities; Introduction to entities; Creating custom entities; Custom entity options; Custom entity privileges; Customizing entities; Customizing an entity from a grid or form
Showing an entity's dependencies

Sommario/riassunto

This book is in the Enterprise certification series which means it is a hands-on guide with practical instruction, examples and all the information you will need to be successful in the exam, as well as 75 practice questions in the exam style. It includes practical advice on how to book the exam, approach the questions and maximize your score. ""Microsoft Dynamics CRM 2011 Customization & Configuration (MB2-866) Certification Guide"" is perfect for IT professionals and developers who work for a Microsoft partner or customer organizations. If you want to demonstrate your expertise and advance y
