

Workflow and Dialog Processes in Microsoft Dynamics CRM 2011

Course Number 80444; One day – Instructor led

Introduction

This training provides individuals with tools and information to help them better understand the how processes can be implemented in Microsoft Dynamics CRM 2011

Audience

This training is intended for Microsoft Dynamics CRM System Administrators and Customizers, as well as Business Managers who want to find out how to automate business processes

At Training Material Completion

After reviewing this training, individuals will be able to:

- ✓ Describe the primary benefits and scenarios for using workflow in Microsoft Dynamics CRM
- ✓ Describe how Microsoft Dynamics CRM 2011 workflows function
- ✓ Design, create and manage basic workflows

Prerequisites

Before reviewing this training, individuals must have:

- ✓ Experience using Microsoft Dynamics CRM 4.0 or Microsoft Dynamics CRM 2011