https://www.microsoft.com/en-us/dynamics/crm-customer-center/get-started-with-service-management.aspx

<http://www.preact.co.uk/blog/crm-entitlements-entity-explained>

Automatically create a case from an email

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/automatically-create-a-case-from-an-email.aspx>