



Microsoft CRM 4.0 User Handbook

By Stamati Crook

redware research limited. Paperback. Book Condition: New. Paperback. 117 pages. Dimensions: 9.5in. x 7.3in. x 0.4in. The Microsoft CRM 4.0 User Handbook is for people using and evaluating Microsoft CRM. A lot of ground is covered with an emphasis on providing a full and concise summary of all the features of CRM rather than a step-by-step guide. You will understand the sales cycle, how to run a marketing campaign, and how to schedule appointments and service activities. The user interface is explored in full detail, both from a web browser and from the Outlook client for CRM, and you will learn how to run a mail merge to Word and export to Excel. Customisation and workflow features are covered from a user point of view and we do not discuss installation or programming issues (although the author is a programmer). Readers will want to have this book nearby as they explore Microsoft CRM and will keep it handy on their bookshelf as they begin to use CRM to its full potential. This item ships from multiple locations. Your book may arrive from Roseburg, OR, La Vergne, TN. Paperback.



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