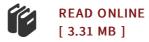




# Microsoft CRM 4.0 User Handbook

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 it s full potential. This item ships from multiple locations. Your book may arrive from Roseburg, OR, La Vergne, TN. Paperback.



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