

Overview Multi-choice test that measures the knowledge of Microsoft Dynamics installation, sales process, service management, administration, configuration, entity model, workflows, dialogs, solutions, CRM web services and plugins.

Relevant Job Roles	Technical Analyst - Microsoft Dynamics, Microsoft Dynamics ERP Expert, Microsoft Dynamics CRM Technical Consultant
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Details	Language	English (US)
	Average Testing Time (minutes)	09 minutes
	Allowed Time (minutes)	15 minutes
	Maximum Number of Questions	12 questions
	Number of Sitzings	One
	Test Type	Multiple Choice - CTT
	Sector	Information Technology
	Scores Reported	<ul style="list-style-type: none">• Overall Score• CRM Basics and Data Management• Customizations and Model• WorkFlow and Solutions

O*NET Competency	ERP Software
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Knowledge, Skills, Abilities And Competencies Measured

The following areas are covered:

- Data management
- Sales process and marketing
- MS Dynamics installation, system requirements and options
- Services and service management
- Administration, settings and configuration
- Entity Model, entity and form customization
- Relationships, views and form scripting
- CRM Web Services and plugins
- Ribbon customizations, site maps and solutions
- Processes and workflows