**[Introductionto Microsoft Dynamics CRM](http://ms-xrm.blogspot.com/" \t "_blank)**

**PART I – Applications in CRM**

**Sales Process**

         Leads

         Opportunities

         Competitors

         Products

         Quotes, Orders and Invoices

**Marketing**

         Marketing Lists

         Campaigns

         Sales Literature

         Quick Campaigns

**Service**

         Services

         Service Calendar

         Cases

         Knowledge Base

**PART II – Administration, Settings & Configuration**

`                       **Administration**

          Creating and managing Business Units, Users and Teams

          Privileges, Access Levels and Security Roles

         Creating and managing Security Roles

         Auto Numbering and System Settings

**Data Management**

         Duplication Detection Settings, Rules and Jobs

         Bulk Record Deletion

         Data Maps and Imports

         Product Catalog

         Understanding the Product Catalog

         Unit Groups

         Adding Products

         Creating Price Lists

         Creating Discount Lists

**PART III – Basic and Advanced Customizations in MS Dynamics CRM**

**Entity Customization**

         Basic Form Customizations

         Basic UI Customization Capabilities

         Form Customization – Working with Tabs, Sections, Fields

         Introduction to Application Event Programming

         Using Form and Field Events

**MS CRM Entity Model**

         Customization Concepts – Entity Types and Attributes

         Creating Custom Entities and Attributes

**Relationships, Views and Advanced Views**

         Types of Relationships

         Relationship Behaviors

         Creating Entity Relationships

         Entity Mapping

**Views and Advanced Views**

         Public, Personal and System Views

         View Customizations – Common Tasks

         Advanced Views Customizations

**Form Scripting**

         Client side scripting using Java Script

         Working with I Frames

  **Working with Web Resources**

  **Report Wizard, Scheduling and Exporting Reports**

  **Working with Dash Boards**

**PART IV – Extending MS Dynamics CRM**

**Processes (Workflows & Dialogs)**

         Overview of Workflow

         Creating Workflows steps through Workflow Designer

         Overview of Dialogs

         Creating Dialog Pages, Prompt and Response

         Working with Input Parameters in Dialogs

**Ribbon Customizations**

         Creating & Hiding Ribbon Elements

         Enabling & Disabling Ribbon Elements

**Working with Site Maps**

**Introduction to Solutions**

         Managed & Unmanaged Solutions

         Importing & Exporting Solutions

**CRM Web Services**

         Introduction to Web Services

         Query Expression & Query Attribute

         Request & Response

**Plugins**

         The Event Execution Pipeline

         IPluginExecutionContext Interface

         Developing Plugins

         Deploying Plugins

         Debugging Plugins

**Custom Workflows**

         Developing Custom Workflow Activities

         Deploying Custom Workflow Activities

         Debugging Custom Workflow Activities