



Microsoft Dynamics CRM 2011 Applications (MB2-868) Certification Guide: A practical guide on how to use and manage Microsoft Dynamics CRM 2011 that focuses on helping you to pass the Microsoft certification exam

By Danny Varghese

Shroff Publishers & Distributors Pvt. Ltd., 2014. Softcover. Book Condition: New. What you will learn from this book Introduce yourself to the certification exam and helpful exam taking tips Learn about marketing automation and its application to your organization How to enable an efficient and accurate sales process Service your customers and get metrics to make sure your customers are truly happy Schedule and plan for resource allocation if needed while servicing your customers Prepare for the MB2-868 certification exam with a mock 75 question exam In Detail Managing any relationship can be difficult. Microsoft Dynamics CRM 2011 enables an organization to manage their marketing, sales, and service efforts for a customer, and give users a 360 degree view of the customer. "Microsoft Dynamics CRM 2011 Applications (MB2-868) Certification Guide" will assist individuals in passing the certification exam by reviewing each topic covered by the exam in depth, providing questions to test your knowledge at the end of each chapter, and finally by providing a 75 question practice exam including answers. You'll start with an introduction to Microsoft Dynamics CRM 2011 along with an overview of the exam, benefits of certification, and helpful exam taking tips. The following chapters take...

Reviews

This publication is very gripping and intriguing. It is among the most awesome book we have go through. You can expect to like how the author compose this book.

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