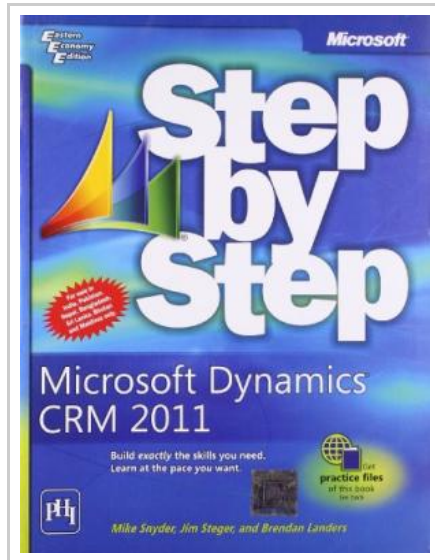




Microsoft Dynamics CRM 2011: Step By Step

By Brenden Landers, Jim Steger, Mike Snyder

PHI Learning, 2011. Softcover. Book Condition: New. First edition. Whether you are in sales, marketing, or customer service? quickly teach yourself how to get closer to your customers with Microsoft Dynamics CRM. ? Create a 360° view of your customer relationships ? Track customer activity and streamline communication ? Access data via Microsoft® Outlook®, the web, or mobile device ? Qualify leads; create opportunities ? Manage campaigns, quotes, contracts, and orders ? Set up dashboards; measure and report on key metrics

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