Microsoft Dynamics CRM 2011 Applications (MB2-868) Certification Guide

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✔ Verified Book of Microsoft Dynamics CRM 2011 Applications (MB2-868) Certification Guide

Summary:

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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.Youâ€™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 a deeper look into the CRM application itself covering each of the key modules: marketing, sales, service, and service scheduling. At the end of the book, there is a 75 question sample certification exam.This book will help you attain the MB2-868 certification, making you more marketable.   Approach This Certification guide will follow a step-by-step approach to instruct the reader what they need to know to be able to become certified with Microsoft Dynamics CRM 2011.   Who this book is for If you will implement Microsoft Dynamics CRM 2011, this book is for you. You should have a working knowledge of Microsoft Windows, Microsoft Internet Explorer, and Microsoft Office.