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Microsoft dynamics crm 2013 unleashed pdf

Microsoft® Dynamics CRM 2013 Unleashed provides start-to-end guidance on how to design, customize, deploy, integrate, manage, and secure cloud and enterprise versions of Dynamics CRM. Leading Dynamics implementer Marc Wolenik fully covers Microsoft Dynamics CRM 2013, Microsoft Dynamics CRM Online Fall â€™13, and many features that were first introduced in Microsoftâ€™s â€œPolarisâ€ and Update Rollup 12 features. You ™ the ™ â€œFlowâ€ interface and advanced mobile customer support on the platform side of dynamicsâ€. Extensive new coverage also includes: Business Process Flows, Portable Business Logic, Reporting, and Form Improvements, Server-Side Email Synchronization, MarketingPilot, NetBreeze, Yammer, and more. Based on extensive inside information, Wolenik presents proven best practices and pitfalls that must be avoided when using all major Dynamics CRM 2013 features. Marc J. Wolenik is ceo of Webfortis, a Microsoft Gold Customer Relationship Management Competency Partner that specializes in delivering Microsoft Dynamics CRM/xRM solutions to companies of all sizes. Learn from experience and dive deep into CRM technologies that transcend almost all industries and vertical technologies. His books include microsoft Dynamics CRM 2011 Unleashed, Microsoft CRM 4 Unleashed, and Microsoft CRM 4 Integration Unleashed. Detailed information on how to compare on-premise and cloud versions of Dynamics CRM, make your best choice, and painlessly enable â€¢Use advanced configuration and customization options, that offer you the most value â€¢Take advantage of dynamics CRMâ€™s new workflow interface and productivity shortcuts â€¢Learn more about dynamics add-on features including MarketingPilot, NetBreeze, and Yammer â€¢Customize dashboards, activities, calendars, data import/export, and more for â€¢Leads, opportunities, accounts, for contacts, marketing lists, guarantees, promotions, quotes, orders and invoices â€¢Integrate schedules, cases, contacts and product/service information â€¢Create powerful automated workflows, processes and complete solutions â€¢Deliver CRM apps to smartphones and tablets, including iOS devices â€¢Offer watch lists, automatic alerts, and other sales support through InsideView Social Insights â€¢Extend Dynamics CRM custom plug-ins and add-ons â€¢Integrate Dynamics CRM 2013 with SharePoint , Azure, SQL Server, SRSS, Visual Studio, and .NET Framework ON THE WEB: Download all examples and source code from informit.com/title/9780672337031 in this book when it becomes available microsoft® Dynamics CRM 2013 Unleashed presents start®-to-finish instructions adaptation, deployment, integration, management and Cloud and enterprise-based versions of Dynamics CRM. 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