

Microsoft Dynamics CRM Administration CRM 2011 Highlights

Please join us for a half-day Microsoft Dynamics CRM training class specifically designed for the CRM administrator at your company. As such, the class will cover the overall "care and feeding" of your CRM system from an administrative point of view.



Here are the course highlights:

- Database optimization and management
- Application security models
- Workflow administration
- User interface optimization

Included in the above high-level categories will be system documentation, documentation of customizations, back-up strategies, handling server failures, adding fields, designating required and recommended fields, streamlining the user interface, upgrade planning, keeping your hot fixes up to date, managing pick lists, data imports, duplicate detection rules, and more.

Where: Altico Advisors, Marlborough Office (directions to follow)

Date: Thursday, October 18, 2012

Registration Deadline: October 4*

Time: 8:30am to 12:30pm EST (including a continental breakfast)

Cost: \$300 (\$250 for additional participants from the same company)

CPE Credit: Available upon request

Register [online](#) or if you prefer, contact me by phone or e-mail. If you want to learn more about the administration of Microsoft Dynamics CRM 2011 in a setting where you can ask questions and meet other Dynamics CRM users, this is the class for you.

We look forward to hosting you.

Joel Hatin

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*Registration deadlines have been established so that we can avoid last minute cancellations that are inconvenient for everyone concerned. Payment is required to finalize your registration, refundable only if your cancellation is received at least 1 week prior to the class.