

Microsoft Dynamics 365 Case Management

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Duration:

This one day course runs from 10:00 – 17:00. The first part of course covers the setup functions and not all users will have access to this but covering this provides good background information on the Case Management system.

Course Aims:

This course is designed to give new users practical experience setting up and using the Case Management module with Dynamics 365 v9.

Note: This course covers the Case Management element of the Service module. A separate course is available for the Service Calendar & Scheduling elements.

This course does not include the Interactive Hub or new Knowledgebase option.

Pre-Requisites:

All delegates should be familiar with using a PC and Windows applications, but no prior knowledge of Microsoft Dynamics CRM is assumed, although attendance on the Foundation Course would be a benefit.

Course Fees:

All courses are held as one company courses on your premises for a maximum of 6 delegates.

Each delegate will receive a training manual to keep after the course.

Training Environment:

You need to provide a suitable room with laptops/PCs and internet access and refreshments. Please see our Training Environment information sheet for full details of requirement.

Software Version:

This course is designed for users of Microsoft Dynamics 365 v9 and differences may be found with earlier or later versions.

How to book:

Phone us on **01908 929555** or email rachel@crm-dynamics.co.uk