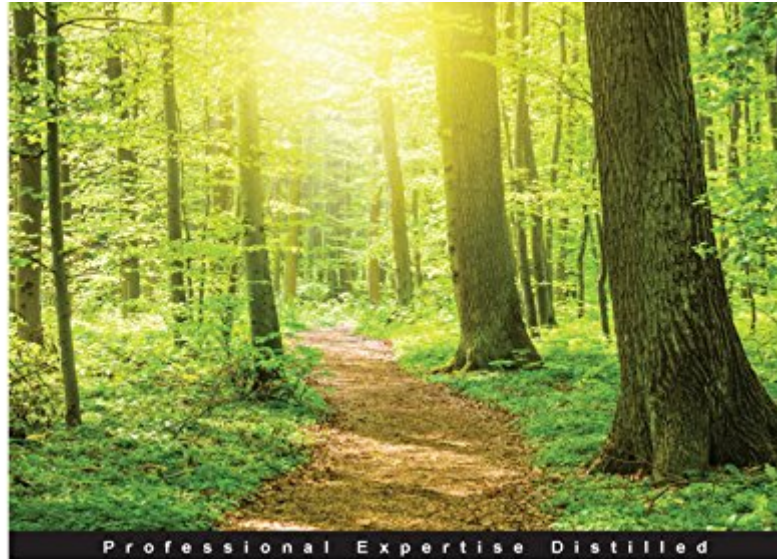


The book was found

Microsoft Dynamics CRM 2016 Customization - Second Edition



Microsoft Dynamics CRM 2016 Customization *Second Edition*

Use a no-code approach to create powerful business solutions
using Dynamics CRM 2016

Nicolae Tarla

[PACKT] enterprise⁸⁸
PUBLISHING professional expertise distilled



Synopsis

Key Features Latest guide on customizing your system using various features in Dynamics CRM 2016; Highly practical, example-rich guide that gives you power to bend Dynamics CRM to maximize profits in your organization; A no-code guide that is easy to follow for even non-programmers

Book Description Microsoft Dynamics CRM is a Microsoft solution to satisfy the various needs of customer relationship management and is already equipped to be flexible to meet the needs of businesses. With Microsoft Dynamics CRM 2016, many new features were added for social, marketing, sales, and integration with other tools. These features add many dimensions to customization. This book will not only showcase how CRM can be customized, but will also be your guide on how the latest advancements in Dynamics CRM 2016 can be used to benefit your business. You will learn how to enhance the functionality of Microsoft Dynamics CRM 2016 and use it to serve different businesses of various scales. You will see how to get ready to customize CRM and then quickly move on to grasp the CRM app structure, which will help you customize Dynamics CRM better. You will find out how to customize CRM for sales, service, marketing, and social. We'll also show you how CRM 2016 can be seamlessly embedded into various productivity tools, and how to customize CRM for machine learning and contextual guidance. Finally, we'll also cover the latest advancements in CRM's mobile capabilities and its complete offline support so you can better customize it.

What you will learn Configure Outlook to integrate with your Dynamics CRM online instance Manage the existing application structure by understanding how to extend and/or modify the modules and update the navigation Find out how to use different entity views in order to get a 360-degree view of customer data Map modern business processes to the platform to enhance the user experience Use different Dynamics CRM processes such as dialogs, workflows, actions, and business process workflows Use internal and external social data to enhance the user's ability to make the right decisions Dive into generic administration options such as managing configuration and customization to become a power user

About the Author Nicolae Tarla is a Microsoft Dynamics CRM consultant involved in solution architecture and technical presales. He has worked on various mid-size to enterprise-level Dynamics CRM and SharePoint implementations for both the private and public sectors. He has been delivering Microsoft Dynamics CRM solutions since version 3.0 of the product. Nicolae was a technical reviewer on the book *Microsoft Dynamics CRM 2011: Dashboards Cookbook*, Packt Publishing, wrote *Microsoft Dynamics CRM 2011: Scripting Cookbook* as well as the previous edition of *Microsoft Dynamics CRM Customization Essentials*, Packt Publishing, and is an active blogger at <http://www.thecrmwiz.com>. He has also presented at various public events, including eXtreme CRM in 2014. In 2014, Nicolae was awarded the Business

Solutions MVP title for his Dynamics CRM contributions. Table of Contents Getting Started The Dynamics CRM Application Structure Dynamics CRM Customization Building Better Business Functionality Dynamics CRM “ Additional Features Dynamics CRM Administration

Book Information

File Size: 33400 KB

Print Length: 374 pages

Publisher: Packt Publishing; 2 edition (May 27, 2016)

Publication Date: May 27, 2016

Sold by: Digital Services LLC

Language: English

ASIN: B01EAFQLD0

Text-to-Speech: Enabled

X-Ray: Not Enabled

Word Wise: Not Enabled

Lending: Not Enabled

Enhanced Typesetting: Enabled

Best Sellers Rank: #371,638 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #18

in Kindle Store > Kindle eBooks > Computers & Technology > Software > Personal Finance #80

in Books > Computers & Technology > Software > Personal Finance #94 in Books > Computers & Technology > Software > Accounting

Customer Reviews

The book is way too basic even for a novice like me. It does not provide much if any information on customizing other than what you can find on the microsoft pages.

[Download to continue reading...](#)

Microsoft Dynamics CRM 2016 Customization - Second Edition Microsoft Surface Pro 4 & Microsoft Surface Book: The Beginner's Guide to Microsoft Edge, Cortana & Mail App on Microsoft Surface Pro 4 & Microsoft Surface Book Salesforce CRM: The Definitive Admin Handbook - Second Edition Dynamic Customization: Release Type, Axis Stability, and Optimum Pin Carry Salesforce CRM - The Definitive Admin Handbook - Third Edition The CRM Handbook: A Business Guide to Customer Relationship Management Microsoft Surface Pro 4 & Microsoft Surface Book: The 2016 Definitive Beginner's Guide Microsoft Office 2016: A Beginner's Guide to Microsoft Office Bundle: Illustrated Microsoft Office 365 & Office 2016: Fundamentals, Loose-leaf Version + MindTap Computing, 1

term (6 months) Printed Access Card ... Office 365 & Office 2016: Introductor Bundle: New Perspectives Microsoft Office 365 & Office 2016: Introductory, Loose-leaf Version + SAM 365 & 2016 Assessments, Trainings, and Projects with 1 MindTap Reader Multi-Term Printed Access Card Exploring Microsoft Office 2016 Volume 1 (Exploring for Office 2016 Series) Jokes : Best Jokes 2016: (Funny books, Joke books, Funny jokes, Best jokes 2016, Best jokes 2015) (Best Jokes 2016 Bundle) Microsoft Dynamics AX 2012 R2 Administration Cookbook Microsoft Dynamics GP For Dummies Microsoft Windows Internals (4th Edition): Microsoft Windows Server 2003, Windows XP, and Windows 2000 Microsoft Visual C++ 6.0 Deluxe Learning Edition (Microsoft Professional Editions) New Perspectives on Microsoft Office 2013 First Course, Enhanced Edition (Microsoft Office 2013 Enhanced Editions) Fundamentals of Structural Dynamics:2nd (Second) edition Vehicle Dynamics, Stability, and Control, Second Edition (Mechanical Engineering) The Uruk World System: The Dynamics of Expansion of Early Mesopotamian Civilization, Second Edition

[Dmca](#)