

Microsoft Dynamics CRM Online: Administration and Troubleshooting



Workshop

Gain a deeper understanding of how to administer and maintain Microsoft Dynamics CRM Online for optimal functionality, performance, user adoption, and ultimately, return on investment.

Target Audience:

This course is designed for Microsoft Dynamics CRM administrators. The key focus of this course is to learn how to support the environment in a more productive manner. The prerequisite that helps participants to see the most value from this course is:

- *A good understanding of Microsoft Dynamics CRM Online.*

Overview

The Microsoft Dynamics CRM Online: Administration and Troubleshooting Workshop is a two-day course that will:

- Focus on the key components of the application and the supporting technology.
- Discuss the tools and impart the knowledge to troubleshoot common issues with the application.
- Discuss the best practices on how to support the users of Microsoft Dynamics CRM application.

Key Features and Benefits

During the course, participants are provided with the content and the hands-on exercises encompassing several different aspects of administering Microsoft Dynamics CRM. The key areas include:

- Setup and Configuration
- Application Core Components
- Customizations and Advanced Troubleshooting

This is a level 300 Workshop, which emphasizes on hands-on labs to ensure that concepts are practiced and understood.

Syllabus

Hardware

Requirements:

To participate in the course, students need to have access to a client that meets or exceeds the minimum hardware requirements below.

Minimum and Recommended Requirements

- *User must be a Local Admin on the machine*
- *Operating System: Windows 7, 8 or 8.1*
- *Microsoft Office 2013 or Office 2010*
- *Networking : Internet connectivity.*
- *Hardware Minimum: 1.9 GHz CPU, Dual Core with SSE2, 2-GB RAM*
- *Peripherals:*
 - *16-megabyte (MB) video adapter (32 MB recommended)*
 - *Super VGA (SVGA) monitor (17 inch)*

This Workshop runs for **two** full days. Participants should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

Day 1: Setup and Configuration

- Feature Overview of Microsoft Dynamics CRM Online
- Deployment Configuration of CRM Online: Overview and Demo
- Email Router and Exchange Sync Install, Setup and Configuration
- Outlook Client Install, Setup and Configuration
- Customizations and Solutions

Day 2: Application and Customizations

- Reporting Overview
- Processes: Workflows, Business Process Flows and Dialogs
- Data Management, Auditing and Field-Level Security
- Microsoft Dynamics CRM Performance and Troubleshooting