

Microsoft Dynamics® CRM Development Workshop

Gain a deeper understanding of how to leverage the Dynamics CRM Software Development Kit (SDK) to maximize the customization capabilities of Dynamics CRM

Get the Most from Your Microsoft Investment

The Microsoft Dynamics® CRM Development Workshop will provide details and hands on experience to learn how you can implement your business requirements using the customization capabilities of Microsoft Dynamics CRM. The course covers user interface customizations, workflow and advanced development topics leveraging the CRM Web services.

Target Audience

This course is designed for Dynamics CRM developers. The key focus for this course is how to develop and extend Dynamics CRM. The pre-requisites that allow candidates to see most value from this course are:

- .NET programming background
- Basic understanding of Dynamics CRM and underlying technologies
- This is a level 300+ level service

Key Focus Areas

During the course, participants are provided with content and hands on exercises surrounding several different aspects of customizing Dynamics CRM

- Extending CRM using custom code
- User interface customizations
- Creating processes / workflows
- Reporting and Dashboards



This workshop places an emphasis on hands on labs to ensure concepts are practiced and understood

Syllabus

This workshop runs a full three days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

Day 1: User Interface Customizations and Introduction to SDK

- Creating Entities
- Creating and Updating Attributes
- Creation Entity Relationships
- Building Custom Forms
- Building Custom Views
- Client Side programming
- Using I-Frames inside CRM forms
- Server SDK
- Application SDK
- Plug-ins

Day 2: Workflows and Reports

- Conditions and flow control
- Actions
- Understanding properties within your Workflow Rules
- Security context
- Monitoring Workflow Rules
- Custom Activities
- Reports
- Analytics

Day 3: Extensibility

- Offline SDK
- Metadata API
- Setup and Deployment
- Extension and Manageability

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