Marc J. Wolenik Damian Sinay



# Microsoft Dynamics CRM



# **Microsoft Dynamics Crm 4 0 Unleashed**

**L Darling-Hammond** 

#### Microsoft Dynamics Crm 4 0 Unleashed:

Microsoft Dynamics CRM 4 Integration Unleashed Marc Wolenik, Rajya Vardhan Bhaiya, 2009-10-27 In Microsoft Dynamics CRM 4 Integration Unleashed two leading experts present proven techniques best practices and example code for going far beyond the out of the box capabilities of Dynamics CRM 4 Using these solutions and sample applications you will enhance all of your company's relationships with vendors distributors employees users affiliates and customers Authors Marc J Wolenik and Rajya Vardhan Bhaiya walk you step by step through integrating Dynamics CRM with SharePoint Office Communicator PerformancePoint BizTalk Silverlight VoIP phone systems and both Google and MSN mapping tools They also present a full analysis of the CRM Accelerators and advanced topics and three full chapters on integration using Scribe s state of the art adapters and templates You ll discover how to extend Dynamics CRM 4 with enterprise dashboards stronger deep dive data analysis and much more Wolenik and Bhaiya even demonstrate how to make custom Dynamics CRM applications available directly to your customers without compromising security Use Dynamics CRM 4 as an xRM platform for developing custom applications to enhance any type of business relationship Leverage new Azure cloud computing solutions for Microsoft Dynamics CRM Design infrastructure to efficiently run your customized Microsoft Dynamics CRM implementation Extend CRM internally with plug ins source to source integration IFRAME based custom application integration and CRM [Script Extend CRM externally with CRM Accelerators public Web services direct SQL interaction and customer facing Web sites Implement KPIs and gain deeper business insight by integrating Dynamics CRM 4 with Microsoft Office PerformancePoint Create dashboards and other visual CRM tools with Microsoft Silverlight Develop custom CRM applications with Visual Studio Integrate CRM with Team Foundation Server Use Scribe templates and adapters to streamline data integration and migration On the web Download all examples and source code presented in this book from informit com title 9780672330544 Microsoft Dynamics CRM 4.0 Unleashed Marc Wolenik, Damian Sinay, 2004-04-15 Microsoft Dynamics CRM 4 0 Unleashed presents start to finish guidance for planning customizing deploying integrating and managing Dynamics CRM in your unique business and technical environment Authored by two leading Microsoft Dynamics implementers this book systematically explains how the system works why it works that way and how you can leverage it to its fullest advantage The authors present clear examples proven best practices and pitfalls to avoid in using every significant Dynamics CRM capability The far reaching coverage ranges from Dynamics CRM s sales marketing and customer service features to its automated workflows from Outlook and Office integration to reporting and security The authors offer independent insight into Dynamics CRM s most powerful new features from its improved interface to its new mail merge and data migration tools This book is for every IT professional who intends to work with Dynamics CRM regardless of their experience with Dynamics or other CRM solutions The authors provide example rich realistic coverage of advanced Dynamics customization extensibility and integration information that is available nowhere else Detailed information on how to Set up

configure and maintain all facets of Dynamics CRM in any organization or industry Thoroughly understand both the on premise and hosted versions of Dynamics CRM Make the most of Dynamics new features including email the Outlook client Internet Facing Deployment IFD and relationships Manage sales leads opportunities accounts contacts marketing lists sales collateral campaigns quotes orders and invoices Improve customer service by integrating schedules cases contacts product service information and more Build powerful automated workflows that streamline key sales tasks and liberate salespeople for more effective selling Efficiently administer and secure any Dynamics CRM implementation Drive greater value by integrating Dynamics CRM with Microsoft Office productivity tools Customize and extend Dynamics CRM using Visual Studio NET and custom plug ins and add ons ON THE WEB Download all of this book s examples and source code at informit com title 9780672329708 Microsoft Dynamics CRM 4 Integration Unleashed Wolenik, 2009 Microsoft Dynamics CRM 4 Integration Unleashed Marc J. 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You ll learn the basics of configuration and customization to enhance the functionality of Microsoft Dynamics 365 CRM and create solutions and custom applications by leveraging features such as apps portals automation and business intelligence As you advance you ll understand how Power Platform drives Dynamics 365 and how various integration capabilities add value by providing a comprehensive view of data aggregated across different systems and data sources Finally you ll delve into core administration concepts that will help you to manage extensions added to the platform By the end of this book you ll have learned how to tailor Microsoft Dynamics 365 to fit your organization s requirements and tweak the platform to meet your business needs What you will learn Get to grips with Power Platform for building and enhancing Dynamics 365 apps Integrate Dynamics 365 CRM with Microsoft 365 Azure and other platforms Discover how you can customize existing entities and create new ones Explore various security features and grant users access to CRM data and functions Find out which CRM attributes are used to automate operations with programming Use internal and external social data to help users to make informed decisions Who this book is for This book is for customers and project stakeholders new functional consultants business administration users and project managers looking to get up and running with the latest features of Dynamics 365 and Power Platform This guide will help non developers become acquainted with a no code approach to customization and configuration A basic understanding of relational data and customer management concepts will help you get the most out of Sams Teach Yourself Microsoft Dynamics CRM 4 in 24 Hours Anne Stanton, 2009-10 Learn Microsoft s this book customer resource management software in just 24 lessons of one hour or less Offers a quick way for users to master Dynamics CRM by leveraging real business examples practice exercises and big picture theory. In addition to learning how to use the core application the reader will develop a deeper understanding of how Dynamics CRM fits into today s business needs The perfect training manual for those who want to forego expensive seminars and consultants Microsoft Dynamics CRM is both an end user product and a framework for development It is an application that is used to track any type of relationship that a company might want to track This includes the more traditional customer and prospect relationships as well as relationships between products and items Sams Teach Yourself Microsoft Dynamics CRM 4 in 24 Hours tutorial that uses a friendly conversational approach to teach readers the basics of using its many features to get their job done quickly and efficiently It offers a clearly written well organized introduction to this powerful product and gives the beginner an overview of the entire package without becoming too overwhelming Dynamics CRM is an immense tool and can be quite intimidating for the beginning user but this book makes it easy to learn the basic techniques and the vocabulary involved in using it effectively Step by step instructions carefully walk readers through the most common Microsoft Dynamics CRM questions issues and tasks Q and As Quizzes and Exercises help them build and test their knowledge Did You Know tips offer them insider advice and shortcuts and Watch Out alerts help them avoid problems By the time they re finished with these lessons readers won t just understand Microsoft Dynamics CRM they ll be comfortable using it in real world projects is an

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learn about best practices when extending Dynamics 365 for enterprises You are expected to have a basic understand of the Dynamics CRM 365 platform What You Will Learn Customize configure and extend Microsoft Dynamics 365 Create business process automation Develop client side extensions to add features to the Dynamics 365 user interface Set up a security model to securely manage data with Dynamics 365 Develop and deploy clean code plugins to implement a wide range of custom behaviors Use third party applications tools and patterns to integrate Dynamics 365 with other platforms Integrate with Azure Java SSIS PowerBI and Octopus Deploy Build an end to end DevOps pipeline for Dynamics 365 In Detail Microsoft Dynamics 365 is a powerful tool It has many unique features that empower organisations to bridge common business challenges and technology pitfalls that would usually hinder the adoption of a CRM solution This book sets out to enable you to harness the power of Dynamics 365 and cater to your unique circumstances We start this book with a no code configuration chapter and explain the schema fields and forms modeling techniques We then move on to server side and client side custom code extensions Next you will see how best to integrate Dynamics 365 in a DevOps pipeline to package and deploy your extensions to the various SDLC environments This book also covers modern libraries and integration patterns that can be used with Dynamics 365 Angular 3 tiers and many others Finally we end by highlighting some of the powerful extensions available Throughout we explain a range of design patterns and techniques that can be used to enhance your code quality the aim is that you will learn to write enterprise scale quality code Style and approach This book takes a recipe based approach delivering practical examples and use cases so that you can identify the best possible approach to extend your Dynamics 365 deployment and tackle your specific business problems

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