

## **MICROSOFT<sup>®</sup> DYNAMICS - NAV - RELATIONSHIP MANAGEMENT**

### ***Introduction***

This 3 day Microsoft Business Solutions—Navision 4.00 Relationship Management course is an instructor-led training course. It provides you with in-depth knowledge of the granules that make up the Relationship Management application area.

### ***Audience***

The course is intended for people working in Microsoft Certified Business Solutions Partners who want to demonstrate and set up Relationship Management and for those who want to be able to provide support for Relationship Management.

### ***At Course Completion***

- After completing this course, students will understand:
- Relationship Management
- Relationship Management Setup
- Contacts
- Interactions and Document Management
- Campaigns and Segmentation
- Task Management
- Outlook Integration
- Opportunity Management
- Profiling and Classification
- Multilanguage Salutation and Attachment
- Quotation to Contacts
- Document Logging

### ***Prerequisites***

Participants need to have a basic knowledge of:

- Microsoft Navision (equivalent to the contents of the Microsoft Business Solutions—Navision Essentials course)
- User-level knowledge of Microsoft Word, Microsoft Outlook, and Microsoft Internet Explorer