



## Training Program

# MS Dynamics 365 CRM Technical Training



**1.2 Million**  
Learners



**1-1 Personalized**  
Mentorship



**60% Average**  
Salary Hike

# About Program



## Learning Format

Online / Offline



## Trainer

Industry Professionals



## Career Services

By Croma Campus

Our course content has been specifically designed to turn you into a skilled professional in this industry. As a part of your certification training, you will receive enough study material and recorded video sessions that will help you cover all the latest trends and features in this course. The training session will comprise important sections, features, advantages, and scope of the technology in the coming years. Moreover, our qualified trainers will help you imbibe all the required skills, and information in a much better manner to help you in you becoming an expert in this technology. Post the completion of your course, you will receive a training certificate recognized world-wide.

## What Make Us **Tick**



### Career-oriented Sessions

Attend 25+ career-oriented sessions by industry mentors and prepare your career trajectory



### Mock Interview Preparation

Prepare with mock interviews including most asked questions by top employers



### Dedicated Job Portal Access

Get exclusive access to 100s of job postings per month on Croma Campus Intellipaat's job portal



### Profile Building

Craft a resume and LinkedIn profile and make an impression on top employers



### 1:1 Mentoring Sessions

Get 1:1 guidance at every step in your career transition to respective Technology



### Guaranteed interviews

Get job interviews with 400+ hiring partners including promising startups and top MNCs

# Microsoft Dynamics CRM Technical **Training Curriculum**

## ✔ **Manage Solutions**

- Plan for customization
  - Define CRM; differentiate configuration, customization, extending and development; design appropriate customizations; identify documents in the Microsoft Dynamics CRM implementation guide
- Solutions Management
  - Understand business requirements, understand the benefits of solutions, create solutions, export managed and unmanaged solutions, import solutions, describe default solution, specify a publisher, work with multiple solutions, describe solution components
- Manage customizations
  - Describe component dependencies; describe customization concepts for entities, fields, forms, views and charts; publish customizations

## ✔ **Manage security**

- Understand security concepts
  - Describe business units, describe Microsoft Dynamics CRM security features, identify privileges and access levels for security roles, describe security role interaction with business units
- Manage access
  - Create and maintain users, create owner teams, describe owner teams and sharing, manage security roles for users and teams, differentiate owner teams and access teams, create access team templates, add access team sub-grids to forms
- Work with field-level security
  - Identify entities for which field-level security is available, create field security profiles, define field permissions, add field permissions, assign field security profiles to users and teams
- Manage auditing
  - Enable entity-level auditing, enable field-level auditing

## ✔ Customize entities

- Create custom entities
  - Describe entity customization concepts; create custom entities; configure display names, plural names and schema names; configure entity ownership; create custom activity entities; set primary fields
- Manage custom entities
  - Configure entity properties including display areas, communication and collaboration options, fixed properties, data services options, Microsoft Outlook options, mobile options; modify custom entities; delete custom entities; identify dependencies

## ✔ Customize fields

- Create and maintain fields
  - Describe field customization concepts, create fields, describe ways new fields can be created, delete custom fields
- Configure field properties
  - Identify field data types; identify field display formats; configure the requirement level field property; configure searchable, audit and field security field properties; identify properties that can be changed for existing fields
- Manage special fields
  - Configure local and global option sets, configure status and status reason fields, describe dependencies, create calculated fields, describe the purpose of rollup fields, create rollup fields

## ✔ Manage Relationships

- Describe entity relationships
  - Identify different relationship types; describe one-to-many, many-to-many and manual many-to-many relationships; describe special many-to-many relationships such as marketing list members, queue items and follows; identify supported and unsupported relationships; identify cascading behaviors such as Assign, Share, Unshared, Re-Parent, Delete

- Manage entity relationships
  - Create entity relationships, map fields, manage connections and connection roles, work with relationship hierarchy visualization

## ✓ Customize Forms

- Understand form customizations
  - Describe tab and section structure; add form fields; add sub-grids; add social, activity and notes controls; add other components and controls; preview form customizations
- Create and edit forms
  - Copy existing forms or create new forms, configure quick create forms, create nested quick create forms, create quick view forms
- Manage multiple forms
  - Identify scenarios where multiple forms are useful, specify form order, assign roles to forms
- Manage mobile forms
  - Describe mobile forms for Microsoft Dynamics CRM for tablets, describe how forms are displayed to the user in the Microsoft Dynamics CRM for tablets app, describe when designing mobile forms

## ✓ Customize Views

- Work with system views
  - Differentiate between system, public and personal views; describe view columns and view filtering; configure multi-entity search; differentiate between multi-entity, advanced find and quick find search; identify associated views; configure lookup views; configure quick find views
- Create and configure custom views
  - Copy existing views, create custom views, build queries, add fields to views, arrange fields, configure field properties, sort fields, set the default public view, share views, disable views, delete views

- Manage custom views
  - Set the default public view, share views, identify entities for which hierarchical views are available, create hierarchical views

## ✓ **Customize charts and dashboards**

- Understand chart concepts
  - Identify design considerations for charts, differentiate between personal and system charts, identify limitations of the chart designer tools in the user interface
- Create and configure charts
  - Create system charts and personal charts, describe chart types and options, add series and categories, choose chart views for chart preview, identify fields available for use in charts, include fields from parent entities in charts
- Reuse charts
  - Export and import charts, identify steps to update chart XML, convert personal charts to system charts, convert system charts to personal charts
- Create, configure and manage dashboards
  - Differentiate between personal and system dashboards, configure dashboard components, create lists (views), display charts on dashboards, manage security roles for dashboards

## ✓ **Configure business process flows and business rules**

- Understand business process flow concepts
  - Describe the purpose of business process flows; differentiate between different types of processes; identify business process flow components including steps and stages, built-in business processes, custom business processes, entities that participate in business processes and spanning entities

- Create and manage business process flows
  - Create business process flows, define stages and steps, describe role-based business processes, describe branching logic for guided processes, describe use cases for the client API for business process flows
- Create and manage business rules
  - Identify use cases for business rules; differentiate between client-side and serverside logic; create business rules; configure business rule conditions; apply AND/OR, IF...ELSE, IF...THEN logic in business rules; identify business rule actions; enable business rules for forms

### ✔ **Plugin and custom workflow development**

- Steps for creating plugins/workflow.
- Plugin registration process.
- Debug plugin.

### ✔ **Overview of MSCRM Web Services**

- Discovery Services.
- Organization Services.

# e-Learning through LMS

## Learning Management System

Our LMS (LearnPitch) is for the administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, or learning and development programs.

Our LMS has been designed to identify training and learning gaps, using analytical data and reporting to keep you up with the class activities.

## Key Features Learning Management System



Live Sessions with Class recordings



Get study material with Assignments.



Track your curriculum covered.



Track your class wise attendance



Share your feedback for Trainer & Training



Get your Training Certificate from LMS





# Training **Certification**

## Earn Your **Certificate**

Your certificate and skills are vital to the extent of jump-starting your career and giving you a chance to compete in a global space.



# Croma Campus! Reviews



"The most rewarding part of my experience has been achieving a prestigious certification in the subject that I love. Moreover, the training offered out by the specialists are of world-class and prepares out the students for corporate world. For me Croma Campus means a lot."

*"By The Students For The Students,"*

## Your Success Is **Our Story**



**Bharat**

“ I am fully satisfied with the excellent training services received by the expert staff at Croma Campus. I want to thank Croma Campus for providing me with the most innovative and affordable training services for learning all the software testing procedures and guidelines. ”



**Ankit**

“ It was a lifetime experience for me to get trained by IT Experts of Croma Campus. What I liked most about the training was the consistent high-quality education, which was friendly and co-active. The placement department was also proactive, they keep me updated regarding new job opportunities and provide the grooming session to crack the interview. At last, I would like to thank all faculty members of Croma Campus for their immense help and support. ”



**Nitesh**

“ Without any second thought, I will give Croma Campus 10/10. Their placement department is highly proactive. I remember they started scheduling interviews for me from the very next day when I told them my course has been completed. These people are doing a phenomenal job and I highly recommend Croma Campus to everyone. ”



**Shams Khan**

“ Croma Campus is doing a phenomenal job in the IT training industry. The reason why I decided to join their training program was that they provide quality training at very a nominal price. Plus, the online training mode was also a factor due to which I decided to join the training program of Croma Campus as I didn't want to attend physical classes. ”



# Meet Our Team



## Sales Team

Our Sales team is highly passionate, emphatic, positive attitude, great listening skills, ability to deliver quick solutions, and they are multitasker too. Our team always remains up-to-date about all the latest technologies and market trends. With effective communication skills, they always work to deliver the right information to customers when it is needed.

## Product Team

Our product team is highly functional and collaborative working together to achieve the common outcome of designing exceptional digital experiences. Each of our members is a contributor to help us achieve success in long-run. Sitting at the high-end of technology and innovation, team helps to deliver high-end customer experiences and always comes out with a big idea as a game-changing plan.



## Marketing Team

Our Marketing team works as gladiators and helps us to achieve business success in all possible ways. They are included in almost everything either it is building a brand, creating brand awareness, promoting products or services, delivering trailblazing customer experiences or increasing engagement at public forums. They are the true backbone of the Company.

## Content Team

Our content team is responsible for ideation, creation, optimization, and distribution of content throughout the company. The team always starts its work with a strategy, how to create high-quality contents, and how to promote or share the content. Our in-house content team help us to produce all types of contents either they are educational content pieces, marketing content, SEO content, or any other forms too.



## Customer Access Team

This is the team that has actually been taken up us from reactive state to a pro-active state. The team utilizes high-valued solutions to satisfy customers in all possible ways. It is truly said that no company can succeed if your customers are not satisfied. And our customer success team is dedicatedly working to keep all the customers satisfied and we always consider our customer feedback on priority.

## HR Team

Our HR team is committed to provide high-end solutions to employees as they require. Our HR team has the right skills and knowledge to make sure that the HR department can always be legally and strategically successful. They know how to keep employees motivated all the time with the best HR policies and fun activities too from time to time.

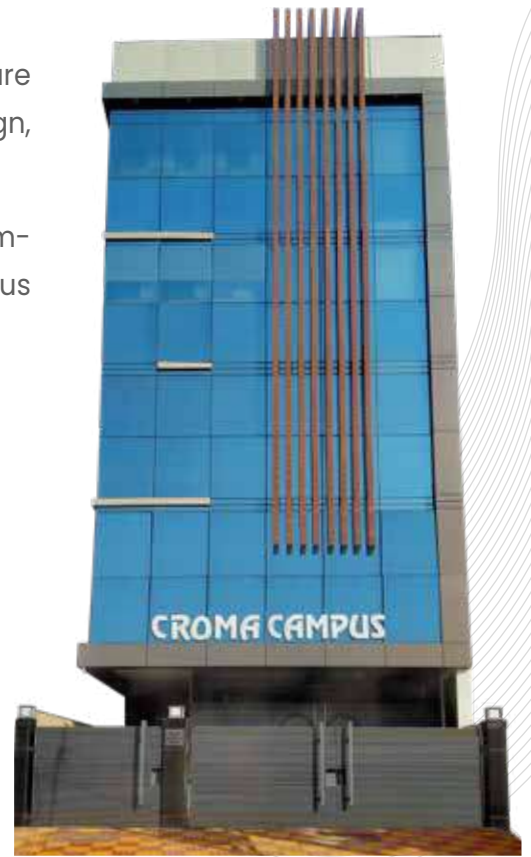


# Glimpse Of Our Office

## Look **Who We are**

Our office's infrastructure comprises all the necessary software and network resources that are required to deliver IT & Design, Human Resources, Digital Marketing, and training services.

We are well-equipped with bright designed work bays for employees and managers having separate cabins with spacious cafeteria and training classrooms.



# About Cromac Campus

“ Our Mission is to Build Nation through Education & Beyond Limitation. ”

Croma Campus Training & Development Private Limited is an education platform providing rigorous industry-relevant programs designed and delivered in collaboration with world-class faculty, industry & Infrastructure. In the past 12 years we have trained 18000+ candidates and out of which we are able to place 12000+ professionals in various industries successfully.

We Are Affiliated With Different Partners



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**REACH US:**

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