Celebrating
12 YEARS OF EXCELLENCE

Microsoft Dynamics 365 CRM Functional Certification Training

Chase your dream companies

500K+ Satisfied Students
100K+ Online Students
300+ Trainers
300K+ Placements
200+ Global Certifications
150+ Companies

1.2 Million Learners
1-1 Personlized 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 **Trick**

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

Profile Building
Craft a Cloud Computing resume and LinkedIn profile and make an impression on top employers

Mock Interview Preparation
Prepare with mock interviews including most asked questions by top employers

1:1 Mentoring Sessions
Get 1:1 guidance at every step in your career transition to Cloud Computing

Dedicated Job Portal Access
Get exclusive access to 200 job postings per month on Intellipaat's job portal

Minimum 3 guaranteed interviews
Get job interviews with 400+ hiring partners including promising startups and top MNCs

Program FEATURES

Key Highlights

- Instructor - Led Training
- Self- paced Videos
- Project & Exercises
- Job Assistance
- Flexible Schedule
- Life Time Free Upgrade
- Mentor Support
- Guaranteed Interviews
- 1 - 1 with industry mentors
- Training Certification

Who Should Enroll in this Program?

Any technical degree or equivalents such as B.tech, M.tech, a degree in engineering, bachelor/master's in computer science, and basic programming knowledge.

This program caters to a wide audience, from those who are hoping to enter the industry

- Fresh graduates who are intent on taking the plunge into the job market
- Developers who are working in one of the functional roles of front-end or back
- Development and want to shift to full stack development
- Test engineers, system engineers, and others who want to make a career shift to

Module 1 : Microsoft Dynamics CRM Overview

- What is CRM?
- How to Access CRM?
- How to Activate 30 days CRM online trial version
- Deployment models for Microsoft CRM- On-Premise, Online, and Part Hosted
- Three Modules in CRM - Sales, Marketing, and Services
- CRM Records:
  ◇ Owner of the record
  ◇ Status of the record
  ◇ Sorting
  ◇ Assigning and sharing Record
- Views - System Views and Personal View
- Search and Advanced find search

Module 2 : Overview of Settings

- Personalization Settings
- Advanced Settings
- System Settings
- Auto-Numbering
- Languages

Module 3 : Customizing Entities and Forms

- MS CRM Entity Model
- Core Entities – Account, Contact, Lead, Opportunity, Case
- Create and manage Custom Entities and Attributes
- Configure entity ownership
  ◇ Configure local and global option sets
  ◇ Form Customization Overview.
- Create and modify Forms in CRM
  ◇ Quick Create Form
  ◇ Quick View Form
  ◇ Main form
- Create and manage Multiple Main Form
- Role-based Form
- Editable Grid

Module 4 : Managing Relationships

- Types of Entity Relationships
- Relationship Behaviours
- Creating Entity Relationships

Module 5 : Solution Concepts

- Describe Solution components
- Default Solution
- Managed Solution
- Unmanaged Solution
- Specify a publisher, work with multiple solutions

Module 6 : Building a Security Model in Microsoft Dynamics CRM

- Describe the Business Unit
- Create and manage Users
- Create Team
- Manage security roles for users and teams
- Security Model in CRM
  - ◇ Role-Based Security, Access rights, and Privileges
  - ◇ Record Level Security
  - ◇ Field Level Security
- Implement the auditing capability in CRM

Module 7 : Introduction to Sales Management

- Sales Life Cycle
- Convert Activity Records to Leads
  - ◇ Qualifying and Disqualifying Leads
- Work with Opportunity
  - ◇ Create Opportunities and Manage Opportunity Forms and records
  - ◇ Describe stages and steps in the opportunity process ribbon o Adding Line Items (Opportunity Products) to Opportunities
  - ◇ Assign ownership of opportunity records to users or teams
- Quote Management
  - ◇ Create New Quotes
  - ◇ Create a Quote from an Opportunity
  - ◇ Activate and revise Quotes

- Working with Order
  ◇ Create New Orders
  ◇ Convert a quote to an Order
- Working with Invoices
  ◇ Create new invoices
  ◇ Convert an Order to an Invoice
- Create, Maintain, and use Sales Literature

✅ Module 8 : Working with the Product Catalog

- Create Unit Group and configure Unit
- Adding and Maintaining Products
- Price List and associate price list with Product
- Create and Configure Discount List
- Create a Product Family
- Create Product and Product Bundle configuration

✅ Module 9 : Introduction to Marketing Management

- Marketing Life Cycle
- Campaign and Quick Campaign
- Marketing list- Static and Dynamics Marketing list
- Campaign Activity
- Campaign Response

✅ Module 10 : Introduction to Service Management

- Overview of the service module
- Service Management & Service Scheduling
- Create and maintain Case record
  ◇ Create a new case record
  ◇ Convert activity records to cases
  ◇ Create parent-child cases
  ◇ Merge cases, cancel, delete, resolve, and reactivate Cases
- Routing Rules
  ◇ Create Routing Rules
  ◇ Apply routing rules to cases
- Queue Management
  ◇ Create and maintain queues

- ◇ Private Queue & Public Queue
- ◇ Working with Queue Items
- ◇ Describe how case routing rules apply to queues
- Working with SLA (Service Level Agreements)
  - ◇ Type of SLA - Standard SLA & Enhanced SLA
  - ◇ Using business scenario to implement SLA
- Working with Entitlement
  - ◇ Create an entitlement: From Template & from scratch
  - ◇ Define Entitlement Terms
  - ◇ Associate entitlements to cases
  - ◇ Associate Service Level Agreement (SLA) with Entitlement
  - ◇ Using business scenario to implement Entitlement

✅ Module 11 : Working with Reports

- Build reports with Report Wizard
- Running Built-in Reports
- Grouping, Sorting and Exporting Reports
- WordPress Backups and solutions

✅ Module 12 : Working with View, Charts, and Dashboard

- View
  - ◇ Create, configure, and share Personal View
  - ◇ Create, configure, and publish System View
- Charts
  - ◇ Create, configure, and share Personal Chart
  - ◇ Create, configure, and publish System Chart
- Dashboard
  - ◇ Create, configure, and share Personal Dashboard
  - ◇ Create, configure, and publish System Dashboard

✅ Module 13 : Create and Manage Business Rules

- Create and Configure Business Rules
- Enable business rules for forms

Module 14 : Implementing Business Processes

- Overview of Business Process Flow
  - ◇ Creating Business Process Flow with condition
- Overview of Workflow
  - ◇ Creating Workflows through Workflow Designer
- Overview of Dialogs
  - ◇ Creating Dialog Pages, Prompt and Response
  - ◇ Working with Input Parameters in Dialogs

Module 15 : Data management

- Duplication Detection Settings and Rules
- Bulk Record Deletion
- Data Maps and Date Imports

Module 16 : Filed Service

- Overview of Field Service
- Work Order Life Cycle
- Work Order Creation
- Service Task Creation

Module 17 : Email configuration

- Email server creation
- Mailbox enable and test
- Queue creation
- Configuration

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

Track your class wise attendance

Get study material with Assignments.

Share your feedback for Trainer & Training

Track your curriculum covered.

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 is **Nasscom Certified**

Croma Campus is now

NASSCOM®

Certified Member

CERTIFIED MEMBER

NASSCOM®

CERTIFICATE

OF MEMBERSHIP

CromaCampus Training & Development Private Limited

is a member of NASSCOM

Membership ID : NSCM/2023/33/7617

Valid Till : 31-March-2024

Debjani Ghosh
President, NASSCOM

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. "
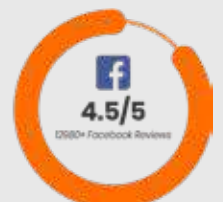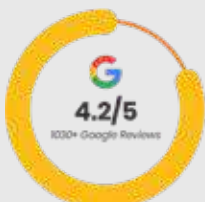
Umesh

" 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. "

G 4.2/5
1030+ Google Reviews

4.8/5
1324+ Sulekha Reviews

4.6/5
1034+ Urbanpro Reviews

Jd 4.3/5
1294+ Just Dial Reviews

f 4.5/5
1990+ Facebook Reviews

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 Croma 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

ISO CERTIFIED COMPANY

MSME MICRO SMALL & INDIAN ENTERPRISES

N·S·D·C National Skill Development Corporation
Transforming the skill landscape

GST

startupindia

Ministry Of Corporate Affairs Government of India

PMKVY

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REACH US:

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