

# Microsoft Dynamics CRM 2016 Customization - Second Edition

By Nicolae Tarla



**Microsoft Dynamics CRM 2016 Customization - Second Edition** By Nicolae Tarla

## Key Features

- Latest guide on customizing your system using various features in Dynamics CRM 2016;
- Highly practical, example-rich guide that gives you power to bend Dynamics CRM to maximize profits in your organization;
- A no-code guide that is easy to follow for even non-programmers

## Book Description

Microsoft Dynamics CRM is a Microsoft solution to satisfy the various needs of customer relationship management and is already equipped to be flexible to meet the needs of businesses. With Microsoft Dynamics CRM 2016, many new features were added for social, marketing, sales, and integration with other tools. These features add many dimensions to customization.

This book will not only showcase how CRM can be customized, but will also be your guide on how the latest advancements in Dynamics CRM 2016 can be used to benefit your business.

You will learn how to enhance the functionality of Microsoft Dynamics CRM 2016 and use it to serve different businesses of various scales. You will see how to get ready to customize CRM and then quickly move on to grasp the CRM app structure, which will help you customize Dynamics CRM better. You will find out how to customize CRM for sales, service, marketing, and social. We'll also show you how CRM 2016 can be seamlessly embedded into various productivity tools, and how to customize CRM for machine learning and contextual guidance. Finally, we'll also cover the latest advancements in CRM's mobile capabilities and its complete offline support so you can better customize it.

## What you will learn

- Configure Outlook to integrate with your Dynamics CRM online instance
- Manage the existing application structure by understanding how to extend and/or modify the modules and update the navigation
- Find out how to use different entity views in order to get a 360-degree view of customer data
- Map modern business processes to the platform to enhance the user experience

- Use different Dynamics CRM processes such as dialogs, workflows, actions, and business process workflows
- Use internal and external social data to enhance the user's ability to make the right decisions
- Dive into generic administration options such as managing configuration and customization to become a power user

### About the Author


**Nicolae Tarla** is a Microsoft Dynamics CRM consultant involved in solution architecture and technical presales. He has worked on various mid-size to enterprise-level Dynamics CRM and SharePoint implementations for both the private and public sectors. He has been delivering Microsoft Dynamics CRM solutions since version 3.0 of the product.

Nicolae was a technical reviewer on the book Microsoft Dynamics CRM 2011: Dashboards Cookbook, Packt Publishing, wrote Microsoft Dynamics CRM 2011: Scripting Cookbook as well as the previous edition of Microsoft Dynamics CRM Customization Essentials, Packt Publishing, and is an active blogger at <http://www.thecrmwiz.com>. He has also presented at various public events, including eXtreme CRM in 2014.

In 2014, Nicolae was awarded the Business Solutions MVP title for his Dynamics CRM contributions.

### Table of Contents

1. Getting Started
2. The Dynamics CRM Application Structure
3. Dynamics CRM Customization
4. Building Better Business Functionality
5. Dynamics CRM – Additional Features
6. Dynamics CRM Administration

 [Download Microsoft Dynamics CRM 2016 Customization - Second ...pdf](#)

 [Read Online Microsoft Dynamics CRM 2016 Customization - Seco ...pdf](#)

# Microsoft Dynamics CRM 2016 Customization - Second Edition

*By Nicolae Tarla*

**Microsoft Dynamics CRM 2016 Customization - Second Edition** By Nicolae Tarla

## Key Features

- Latest guide on customizing your system using various features in Dynamics CRM 2016;
- Highly practical, example-rich guide that gives you power to bend Dynamics CRM to maximize profits in your organization;
- A no-code guide that is easy to follow for even non-programmers

## Book Description

Microsoft Dynamics CRM is a Microsoft solution to satisfy the various needs of customer relationship management and is already equipped to be flexible to meet the needs of businesses. With Microsoft Dynamics CRM 2016, many new features were added for social, marketing, sales, and integration with other tools. These features add many dimensions to customization.

This book will not only showcase how CRM can be customized, but will also be your guide on how the latest advancements in Dynamics CRM 2016 can be used to benefit your business.

You will learn how to enhance the functionality of Microsoft Dynamics CRM 2016 and use it to serve different businesses of various scales. You will see how to get ready to customize CRM and then quickly move on to grasp the CRM app structure, which will help you customize Dynamics CRM better. You will find out how to customize CRM for sales, service, marketing, and social. We'll also show you how CRM 2016 can be seamlessly embedded into various productivity tools, and how to customize CRM for machine learning and contextual guidance. Finally, we'll also cover the latest advancements in CRM's mobile capabilities and its complete offline support so you can better customize it.

## What you will learn

- Configure Outlook to integrate with your Dynamics CRM online instance
- Manage the existing application structure by understanding how to extend and/or modify the modules and update the navigation
- Find out how to use different entity views in order to get a 360-degree view of customer data
- Map modern business processes to the platform to enhance the user experience
- Use different Dynamics CRM processes such as dialogs, workflows, actions, and business process workflows
- Use internal and external social data to enhance the user's ability to make the right decisions
- Dive into generic administration options such as managing configuration and customization to become a power user

## About the Author

**Nicolae Tarla** is a Microsoft Dynamics CRM consultant involved in solution architecture and technical

presales. He has worked on various mid-size to enterprise-level Dynamics CRM and SharePoint implementations for both the private and public sectors. He has been delivering Microsoft Dynamics CRM solutions since version 3.0 of the product.

Nicolae was a technical reviewer on the book Microsoft Dynamics CRM 2011: Dashboards Cookbook, Packt Publishing, wrote Microsoft Dynamics CRM 2011: Scripting Cookbook as well as the previous edition of Microsoft Dynamics CRM Customization Essentials, Packt Publishing, and is an active blogger at <http://www.thecrmwiz.com>. He has also presented at various public events, including eXtreme CRM in 2014.

In 2014, Nicolae was awarded the Business Solutions MVP title for his Dynamics CRM contributions.

## **Table of Contents**

1. Getting Started
2. The Dynamics CRM Application Structure
3. Dynamics CRM Customization
4. Building Better Business Functionality
5. Dynamics CRM – Additional Features
6. Dynamics CRM Administration

## **Microsoft Dynamics CRM 2016 Customization - Second Edition By Nicolae Tarla Bibliography**

- Sales Rank: #333928 in Books
- Published on: 2016-05-27
- Released on: 2016-05-27
- Original language: English
- Dimensions: 9.25" h x .85" w x 7.50" l, 1.41 pounds
- Binding: Paperback
- 374 pages

 [Download Microsoft Dynamics CRM 2016 Customization - Second ...pdf](#)

 [Read Online Microsoft Dynamics CRM 2016 Customization - Seco ...pdf](#)

## **Editorial Review**

### **Users Review**

#### **From reader reviews:**

##### **Darlene Trevino:**

Here thing why this kind of Microsoft Dynamics CRM 2016 Customization - Second Edition are different and reputable to be yours. First of all reading through a book is good nonetheless it depends in the content from it which is the content is as tasty as food or not. Microsoft Dynamics CRM 2016 Customization - Second Edition giving you information deeper and different ways, you can find any publication out there but there is no guide that similar with Microsoft Dynamics CRM 2016 Customization - Second Edition. It gives you thrill studying journey, its open up your own personal eyes about the thing this happened in the world which is maybe can be happened around you. It is easy to bring everywhere like in recreation area, café, or even in your way home by train. If you are having difficulties in bringing the imprinted book maybe the form of Microsoft Dynamics CRM 2016 Customization - Second Edition in e-book can be your alternate.

##### **Kevin House:**

The knowledge that you get from Microsoft Dynamics CRM 2016 Customization - Second Edition is a more deep you searching the information that hide inside words the more you get serious about reading it. It doesn't mean that this book is hard to recognise but Microsoft Dynamics CRM 2016 Customization - Second Edition giving you joy feeling of reading. The article writer conveys their point in a number of way that can be understood by simply anyone who read the idea because the author of this guide is well-known enough. This particular book also makes your vocabulary increase well. So it is easy to understand then can go to you, both in printed or e-book style are available. We suggest you for having this kind of Microsoft Dynamics CRM 2016 Customization - Second Edition instantly.

##### **Edith Ward:**

The publication untitled Microsoft Dynamics CRM 2016 Customization - Second Edition is the reserve that recommended to you to read. You can see the quality of the e-book content that will be shown to you. The language that writer use to explained their ideas are easily to understand. The author was did a lot of exploration when write the book, and so the information that they share to your account is absolutely accurate. You also will get the e-book of Microsoft Dynamics CRM 2016 Customization - Second Edition from the publisher to make you a lot more enjoy free time.

##### **Hayden Wolfe:**

Spent a free time to be fun activity to perform! A lot of people spent their spare time with their family, or

their very own friends. Usually they carrying out activity like watching television, planning to beach, or picnic inside the park. They actually doing same task every week. Do you feel it? Do you want to something different to fill your own free time/ holiday? May be reading a book is usually option to fill your free of charge time/ holiday. The first thing you will ask may be what kinds of guide that you should read. If you want to attempt look for book, may be the reserve untitled Microsoft Dynamics CRM 2016 Customization - Second Edition can be great book to read. May be it is usually best activity to you.

**Download and Read Online Microsoft Dynamics CRM 2016 Customization - Second Edition By Nicolae Tarla #ODLZ4IKY6RX**

## **Read Microsoft Dynamics CRM 2016 Customization - Second Edition By Nicolae Tarla for online ebook**

Microsoft Dynamics CRM 2016 Customization - Second Edition By Nicolae Tarla Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Microsoft Dynamics CRM 2016 Customization - Second Edition By Nicolae Tarla books to read online.

### **Online Microsoft Dynamics CRM 2016 Customization - Second Edition By Nicolae Tarla ebook PDF download**

#### **Microsoft Dynamics CRM 2016 Customization - Second Edition By Nicolae Tarla Doc**

**Microsoft Dynamics CRM 2016 Customization - Second Edition By Nicolae Tarla Mobipocket**

**Microsoft Dynamics CRM 2016 Customization - Second Edition By Nicolae Tarla EPub**