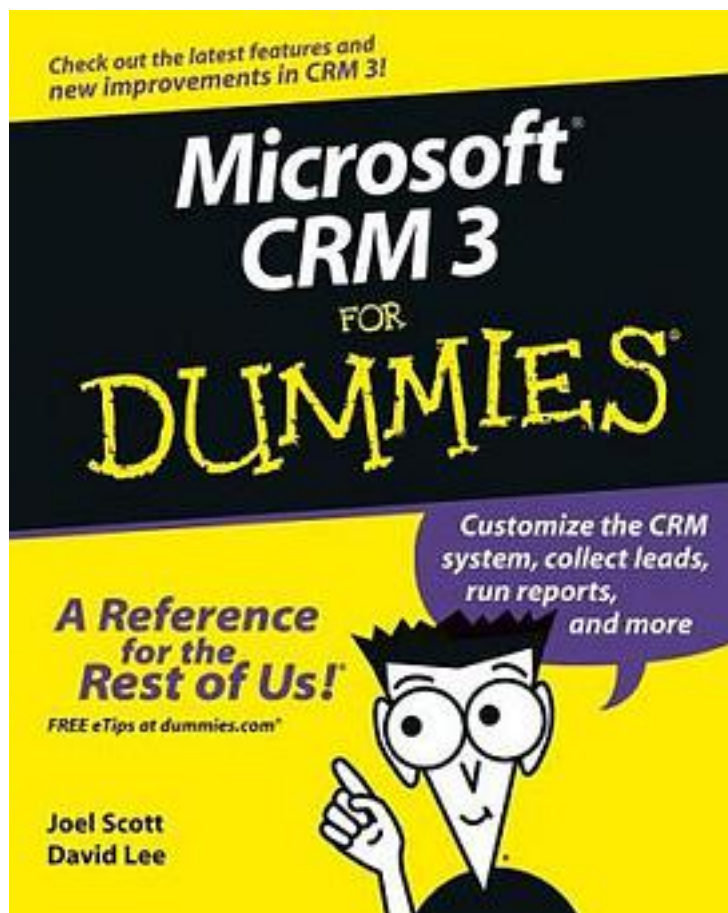


# Microsoft CRM 3 教程 Microsoft CRM 3 For Dummies



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Manage sales, service, and marketing processes all together

Find out how to manage customer information to make your business more productive

Whether you're completely new to customer relationship management (CRM) software or you just want the scoop on the newest version, this handy guide will get you going. Discover how to set up CRM 3, navigate and customize the system, use it to work with your accounts and contacts, collect leads, forecast sales, run reports, and much more.

Discover how to

Develop and manage customer relationships

Implement a sales process

Set up security and access rights

Generate quotes, orders, and invoices

Manage leads and opportunities

Create and use product catalogs

作者介绍:

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标签

MS, CRM

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