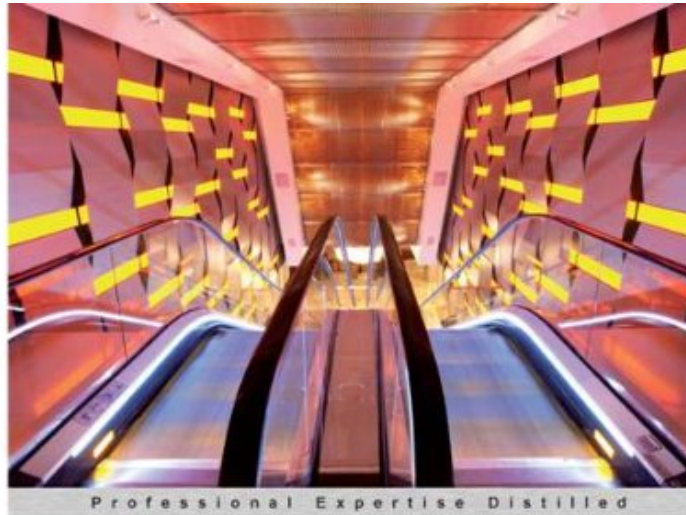


Microsoft Dynamics CRM 2011 Customization Configuration (MB2-866) Certification Guide

Neil Benson

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A practical guide to customizing and configuring Microsoft Dynamics CRM 2011 focused on helping you pass the certification exam

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In Detail Whether you are a consultant for a Microsoft partner, an IT professional, a developer working for a Microsoft customer, or a freelance CRM consultant; this book is the ticket to advancing your career. Stand out in the crowd by obtaining certification MB2-866 Microsoft Dynamics CRM 2011 Customization and Configuration. The "Microsoft Dynamics CRM 2011 Customization Configuration (MB2-866) Certification Guide" covers the official course syllabus including all the topics and procedures you need to know to pass the exam. 'Test Your Knowledge' sections at the end of each chapter offer a 75-question sample exam to help you practice and master the certification test. The "Microsoft Dynamics CRM 2011 Customization Configuration (MB2-866) Certification Guide" covers the official syllabus for course 80294B including a 75-question practice exam. If you're new to Microsoft Dynamics CRM or Microsoft certifications then the book kicks off with an overview of both topics before diving into the official syllabus. There are in-depth chapters covering customization basics, the organization structure, entity and attribute customization, entity relationships, user interface customization, auditing, and solutions. Each chapter includes detailed procedures that you need to know for the exam as well as a self-test section to review your learning. Microsoft endorses IT pros and developers who've proven their expertise by attaining the certification. Use this book to supercharge your career by giving yourself an advantage. Stand out in the crowd! Approach This book is in the Enterprise certification series which means it is a hands-on guide with practical instruction, examples and all the information you will need to be successful in the exam, as well as 75 practice questions in the exam style. It includes practical advice on how to book the exam, approach the questions and maximize your score. Who this book is for "Microsoft Dynamics CRM 2011 Customization Configuration (MB2-866) Certification Guide" is perfect for IT professionals and developers who work for a Microsoft partner or customer organizations. If you want to demonstrate your expertise and advance your career by obtaining Microsoft certification this book will provide you with the insight you need to succeed.

About the Author Neil Benson Neil Benson started his CRM career as a sales professional dissatisfied with his organization's CRM system 15 years ago. Since then he has been selling, implementing, and customizing CRM systems with an emphasis on user adoption to maximize return-on-investment. In 2006, he founded Increase CRM, the UK's leading provider of hosted Microsoft Dynamics CRM and he currently works for Slalom Consulting in Los Angeles, California, as a CRM architect. He is a Microsoft Certified Technical Specialist for Microsoft Dynamics CRM and has been a Microsoft Most Valuable Professional for CRM since 2010. He is also a speaker at numerous CRM user groups and Microsoft conferences.