



Microsoft Dynamics CRM Power User Training

Organizations that adopt Microsoft Dynamics CRM often experience difficulty realizing its expected benefits, encounter challenges that inhibit success and have a limited understand of the platform's capabilities.

Over time, your CRM solution can become misaligned to the business and it's evolving needs. With limited resources available, it is hard for most businesses to modify and enhance their solution to work to achieve their goals.

CRM Power User Training Workshops

To help Dynamics CRM customers fill this knowledge gap, Catapult delivers unique in-person CRM training. Participants will quickly learn to configure and manage their evolving solution through a controlled process.

Training will be based on Microsoft Dynamics CRM 2016 Online. Users who's organizations run on-premise CRM solutions, including older versions of Dynamics CRM, will learn about the latest features, functionality and benefits of migrating to a modern platform.

Training Power User Benefits/Outcomes

Upon completion of this Dynamics CRM Power User Training, workshop members will be able to support and configure their Microsoft Dynamics CRM using the out-of-the-box features and functionality, as they relate to Sales, Service, and Marketing.

CRM Power User graduates will also be able to effectively use their increased knowledge and understanding of the platform to drive adoption, usability, and productivity enhancements in their organizations. As an internal subject matter expert, you will be able to evaluate new requests from business stakeholders to determine potential resolutions using your acquired CRM knowledge and relative complexity.

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Training Workshops

Catapult's CRM Power User Training is an instructor led, hands-on training workshop courses that includes 24 hours of comprehensive training on Dynamics CRM. Each attendee will have access to a fully provisioned CRM Online trial environment, connected with a trial O365 subscription and loaded with sample data to the workshop exercises.

Training Schedule

This 6-week course starts:

Thursday, November 10th at 8:30 AM.

Each session will run for 4 hours out of:

Catapult's Headquarters

in Vancouver's Gastown neighbourhood
(#300 – 171 Water St).

Training Workshop Outline

Week 1	Overview/Working with CRM
Week 2	Building out CRM
Week 3	Reporting, Analytics, and Data Management
Week 4	Sales Force Automation and Mobility
Week 5	Marketing Automation (with Click Dimensions)
Week 6	Service and Support

6-Week Training Workshop Fee

The 6-week, comprehensive 24 hours of CRM training course fee is \$1,500 per participant.

Questions?

Still have questions about our exclusive Dynamics CRM training sessions or topics? Give us a call at **778-383-1080**.

Guarantee Your Spot!

Guarantee your spot for Catapult's exclusive Dynamics CRM training workshop today by emailing: training@catapult.com!