

CUSTOMER RELATIONSHIP MANAGEMENT – BASIC TRAINING

IT's for you.

SIEVERS
GROUP

IDENTIFYING CUSTOMER WISHES, ACTING CUSTOMER ORIENTATED. WE CAN SHOW YOU HOW.

01

Goals.

Do you understand your customer's individual needs and requirements? Microsoft Dynamics 365 supports the implementation of your company's CRM strategy by depicting your sales, marketing and service processes as well as your customer.

The purpose of this seminar is introducing you to the key features of Microsoft Dynamics 365 in order to increase your sales, productivity, and customer satisfaction by understanding your customer needs.

We start with the basics by defining customer's ideal characteristics and continue on to evaluating newsletter campaign's success rates as well as visually displaying these results.

03

Fakten.

- ↳ SEMINAR: Microsoft Dynamics 365 – basic training
- ↳ LOCATION: Hans-Wunderlich-Straße 8, 49078 Osnabrück
- ↳ DURATION: 1 day (8 hours)
- ↳ Please bring your own notebook

04

Trainer.

In day-to-day business, individual customer consulting is essential for both technical and strategic questions revolving around CRM-software Microsoft Dynamics 365.

As an IT consultant, Johannes Mohn faces these challenges every day.



You would like to participate in the basic training seminar? Please contact me.

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02

Inhalte.

- ↳ Personalized settings
- ↳ Companies and contacts
- ↳ Activities and notes
- ↳ Leads and sales opportunities
- ↳ Dynamics 365 and Outlook
- ↳ Search in Dynamics 365
- ↳ Personalized dashboards



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