

CRM 2011 Workflows & Dialogs Series Topics

- 1) Introduction to CRM 2011 Processes
 - a) Workflows versus Dialogs
 - b) Process User Interface Introduction
 - c) Asynchronous Processing Service
 - d) Design Considerations
 - e) Security
 - f) Debugging and Analysis
- 2) Common Functions in CRM 2011 Processes
 - a) Process Steps common to all processes
 - b) Check Conditions or Logical Branching
 - c) Organizing processes using Stages
 - d) Introduce Process Templates
- 3) CRM 2011 Workflow Processes
 - a) Overview of Workflow & Asynchronous Processes
 - b) Wait Conditions
 - c) Workflow Initiation
 - d) Process Templates
 - e) Case Studies
- 4) CRM 2011 Advanced Workflow Processes
 - a) Sales Processes: Stages, Reports & Charts
 - b) Building data validation workflows
 - c) Recursive Workflow Processes
 - d) (Simulated) Synchronous Processing
 - e) Advanced Workflow Functions and Concepts
- 5) CRM 2011 Dialog Processes
 - a) Overview of Dialogs & Synchronous Processes
 - b) Starting and Running Dialogs, Dialog Basics
 - c) Variables, Child Dialogs and Input Arguments
- 6) CRM 2011 Advanced Dialog Processes
 - a) Using Lookup and Option Set Prompts
 - b) Logical Branching with multiple Pages
 - c) Mixed Dialog and Workflow Processes
 - d) Using Query CRM Data in Dialogs