



View complete customer information

Integrated Sales and Customer Service modules let employees view, update and share information across teams and departments.

Streamline processes

Free employees from time-consuming data entry and increase efficiency for sales and customer service processes.

Integrate business systems

Connect customer information and streamline business processes across the organization: Microsoft CRM integrates easily with Microsoft Business Solutions ERM applications.

Work from any location

Powerful Microsoft Outlook® integration lets salespeople work with sales functionality both online and offline.

Create customized integrations

Working with flexible .NET technologies and powerful integration tools, developers can integrate Microsoft CRM functionality with third-party applications and Web services.

Ensure consistency of data across teams and departments, streamline processes, and empower employees with a complete, accurate view of customer information. Built using Microsoft® .NET technologies, Microsoft CRM ensures low total cost of ownership and high return on investment through powerful, customizable integration functionality.

Multiple pricing lists can be created in the ERM application and used when creating orders in Microsoft CRM.

Taxes, freight, and miscellaneous charges are calculated in the ERM application and then reflected in Microsoft CRM as part of the total cost for an order.

Item Number	Description	Unit	Quantity Ordered	List Price	Extended Price
TABLE PC-FISH		Each	15	\$1,400.00	\$21,000.00
MICROFIBER TOWEL		Each	75	\$188.00	\$14,100.00
COCKING STATION		Each	75	\$279.00	\$20,925.00
ACCESSORY TRAY		Each	75	\$249.00	\$18,675.00
STORAGE CASE		Each	75	\$288.00	\$21,600.00
POWER SUPPLY		Each	75	\$278.00	\$20,850.00

Field	Value
Order ID	0802004-SUBV08
Name	08018007
Customer	A. Dabala Cosmetics
Price List	RETAIL
Detail Amount (\$)	67,845.00
Detail Discount (\$)	0.00
Order Discount (\$)	5,080.00
Freight Amount (\$)	290.00
Freight Amount (\$)	290.00
Total Tax (\$)	8,004.36
Total Amount (\$)	68,871.36

New orders created in Microsoft CRM can be fulfilled in the ERM application, increasing efficiency and accuracy.

Microsoft CRM is built from the ground up on Microsoft .NET architecture, delivering tremendous business value through easy integration with third-party applications and Web services.

Increasing productivity, reducing cost of ownership

Microsoft Customer Relationship Management Integration

Sales and Customer Service modules

- Sales and Customer Service modules are completely integrated, empowering employees to work collaboratively, and ensuring that customer information updates automatically across sales and service departments.
 - Salespeople can view customer service information that might affect sales processes for an opportunity or customer.
 - Customer service representatives can view complete account information, including sales and orders, to help them identify top customers and evaluate specific customer needs.
 - Sales and service employees can view, share, and update information with individuals and across team departments.
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Microsoft CRM Sales for Outlook

- Salespeople can access Microsoft CRM from Microsoft Outlook, and work online or offline with access to sales functionality.
 - Microsoft CRM e-mail, contacts, appointments, and tasks are integrated with Outlook.
 - With offline access to sales functionality, salespeople can work on the road with up-to-date information for Accounts, Contacts, Opportunities, Leads, Activities, Sales Literature, Competitors, Quotes, Products, and more.
 - If a salesperson makes changes to data while working offline in Outlook—for example, updating a quote for a customer—the new information will synchronize with the Microsoft CRM server the next time they go online.
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Other Microsoft Office Integration

- Integration with Microsoft Word Mail Merge lets users import Microsoft CRM data into Word and easily create and print communications to prospects, customers, employees, and partners.
 - Microsoft CRM data and reports can be exported to Microsoft Excel for sorting and analysis.
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Microsoft Business Solutions

- Microsoft CRM integrates easily with Microsoft Business Solutions ERM applications.
 - Integration functionality includes key data mapping for accounts, contacts, product catalog, orders, and prices.
 - Customer information integrates bi-directionally, with account and contact information in Microsoft CRM mapping to customer fields in Microsoft Business Solutions applications.
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Third-Party Applications and Web Services

- The first business solution built from the ground up using Microsoft .NET technologies, Microsoft CRM can be integrated with business and financial systems regardless of platform or programming language.
 - Microsoft CRM ships with Microsoft BizTalk® Server 2002 Partner Edition, including tools and documentation for creating customized integrations with third-party applications and Web services.
 - Working with open application programming interfaces (APIs) and a comprehensive Software Developer Kit (SDK), developers can incorporate Microsoft CRM functionality into custom solutions developed in Microsoft Visual Studio® .NET.
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