

Microsoft Volume Licensing Enterprise Agreement Program

Prepare for Microsoft Exam MS-900—and help demonstrate your mastery of real-world foundational knowledge about the considerations and benefits of adopting cloud services and the Software as a Service cloud model, as well as specific options and benefits of Microsoft 365 cloud service offerings. Designed for IT professionals, Exam Ref focuses on critical thinking and decision-making acumen needed for success at the Microsoft Certified Fundamentals level. Focus on the expertise measured by these objectives: Understand cloud concepts Understand core Microsoft 365 services and concepts Understand security, compliance, privacy, and trust in Microsoft 365 Understand Microsoft 365 pricing and support This Microsoft Exam Ref: Organizes its coverage by exam objectives Features strategic, what-if scenarios to challenge you Assumes you are a business user, IT professional, or student interested in cloud computing and technologies, including individuals planning to pursue more advanced Microsoft 365 certification. About the Exam Exam MS-900 focuses on knowledge about benefits and considerations of using cloud services; different types of cloud services; core Microsoft 365 components; comparisons between Microsoft 365 and on-premises services; modern management concepts; Office 365 ProPlus; Microsoft 365 collaboration, mobility and analytics; Microsoft 365 security and compliance concepts; unified endpoint management; security usage scenarios and services; the Service Trust portal and Compliance manager; Microsoft 365 licensing options; pricing; support, and service lifecycles. About Microsoft Certification Passing this exam fulfills your requirements for the Microsoft 365 Certified Fundamentals certification credential, proving that you understand Microsoft 365 options, as well as the benefits of adopting cloud services, the Software as a Service (SaaS) cloud model, and Microsoft 365 cloud services in particular. See full details at: microsoft.com/learn

Provides information on planning and managing Windows Server 2012, including tips on troubleshooting, workarounds, and handling system administration tasks.

The in-depth, authoritative reference for intermediate to advanced IT professionals. Solutions, workarounds, tips and insights for IT pros working with Windows Server 2016. This exhaustive and comprehensive work provides a deep dive into the operating system that will teach you how to squeeze every last bit of power and make the most of the features and programs available. Inside this superbly organized guide, packed with expert advice, you'll find hundreds of timesaving solutions for installing, configuring, managing, and maintaining Windows Server 2016. Topics covered in this book include: Planning server deployments Building enterprise solutions Designing for high availability Deploying Full-Server and Server Core Deploying Nano Server and Windows Containers Managing Boot Configuration Data Hacking the Registry Configuring roles and features Managing server binaries Selecting hardware components Managing and troubleshooting hardware Performing diagnostics and troubleshooting Configuring event forwarding Tracking server health and performance Optimizing server performance And much, much more!! This book, Installing & Configuring Windows Server 2016, is designed to be used with other volumes in the Tech Artisans Library, which together provide a definitive resource for all of the core features and enhancements in Windows Server 2016. Windows Server expert William Stanek doesn't just show you the steps you need to follow, he tells you how features work, why you would want to configure them, and how you can optimize them to meet your needs. Windows Server 2016 is Microsoft's most powerful, versatile and fully featured operating system yet. Get this book and the others in the Tech Artisans Library to conquer it from the inside out.

Microsoft® Dynamics CRM 2011 Unleashed presents start-to-finish guidance for planning, customizing, deploying, integrating, managing, and securing the newest version of Dynamics CRM. Authored by three leading Microsoft Dynamics implementers, it illuminates new opportunities to deploy CRM as a hosted service (SaaS), integrate with Azure cloud services, and extend CRM through Microsoft's new online service marketplace. The authors systematically explain how Dynamics CRM 2011 works, illuminating why it works that way, and how to drive maximum business value from it. Drawing on insider knowledge of Microsoft's new product, they present clear examples, proven best practices, and pitfalls to avoid in using every significant Dynamics CRM capability. Their far-reaching coverage ranges from Dynamics CRM's sales, marketing, and customer service features to its automated workflows; Outlook and Office integration to reporting and security. This edition's extensive new coverage includes new chapters on Mobility, the Outlook Client, and Office 2010 integration, as well as greatly expanded coverage of CRM Online. It also contains new or expanded discussions of data visualization, SharePoint Foundation integration, user interface changes, inbuild charts, dashboards, IM and SMS communication support, auditing, no-code workflows, connections, queues, the new WCF-based programming model, UI scripting, and security.

Windows Server 2012 Hyper-V Installation and Configuration Guide

Windows 7 Resource Kit

PC Mag

Essays in Honor of Zvi Griliches

MCSA Guide to Microsoft SQL Server 2012 (Exam 70-462)

Strategic Financial Management Casebook strategically uses integrative case studies—cases that do not emphasize specific subjects such as capital budgeting or value based management—to provide a framework for understanding strategic financial management. By featuring holistic presentations, the book puts readers into the shoes of those responsible for the world's largest wealth creators. It covers strategies of growth, mergers and acquisitions, financial performance analysis over the past decade, wealth created in terms of stock returns since its listing in stock market, investment and financial decisions, cost of capital, and corporate valuation. In addition, the casebook also discusses corporate restructuring activities undertaken by each company. Each chapter follows a template to facilitate learning, and each features an Excel-based case analysis worksheet that includes a complete data set for financial analysis and valuation. Introduces a conceptual framework for integrating strategy and finance for value creation Emphasizes the roles of corporate governance, corporate social responsibility, and risk management in value creation Encourages an analysis of investment, financing, and dividend decisions Examines non-financial factors that contribute to value

Covers the critical information you'll need to know to score higher on your 70-290 exam! Set up and maintain Windows Server Update Services (WSUS) Use the Group Policy Management Console (GPMC) Intelligently select the appropriate disk storage technology when deciding between basic versus dynamic disks and between MBR versus GPT disks Take advantage of command-line tools such as DSADD, DSGET, DSMOD, DSMOVE, DSQUERY, and DSRM Discover the enhanced functionality of Microsoft Management Console (MMC) 3.0 under the R2 edition of Windows Server 2003 Harness the power of the increased security that Service Pack 1 (SP1) offers, such as the Security Configuration Wizard (SCW) and Access-based Enumeration filtering of network files and folders Perform bulk imports and exports of Active Directory user accounts using the CSVDE and LDIFDE command-line utilities Manage Windows Firewall settings under SP1 and R2 Configure shadow copies of shared folders so that users can easily retrieve previous versions of data files on their own

If you're an IT professional, manager, consultant, or architect who wants to learn about hybrid cloud computing using Azure, then this is the book for you.

Manage all the mobile devices your workforce relies on Learn how to use Microsoft's breakthrough Enterprise Mobility Suite to help securely manage all your BYOD and company-owned mobile devices: Windows, iOS, and Android. Two of the leading mobile device management experts at Microsoft show you how to systematically help protect employee privacy and corporate assets without compromising productivity. You'll find best practices, step-by-step guidance, and real-world scenarios for every stage of planning, design, deployment, and administration. Empower your mobile users while improving security and controlling costs Master proven best practices for centrally managing smartphones and tablets Plan mobile strategies that encompass users, devices, apps, and data Overcome BYOD's unique challenges, constraints, and compliance issues Provide common "hybrid" user identities and a seamless experience across all resources: on-premises, datacenter, and cloud Simplify and improve device enrollment, monitoring, and troubleshooting Help safeguard both corporate and personal information

Partnering with Microsoft

Working with Microsoft Dynamics CRM 2011

Microsoft Dynamics CRM 2016 Unleashed (includes Content Update Program)

Enterprise Mobility Suite Managing BYOD and Company-Owned Devices

Microsoft Dynamics CRM 2011 Unleashed

Advance Praise for Partnering with Microsoft: 'Partnering with Microsoft is the first great book about the breathtaking culture, opportunity and roadmap for joining Microsoft's 850,000 partners cutting an impressive B swath in the market!'

Live Communications Server (LCS) is a recent release in Microsoft's core server suite that enables unified communications across an office through a variety of devices, including phones, web conferences, and the Internet. This book provides straightforward technical information that only those with detailed knowledge of the problems customers have experienced in deploying and managing Live Communications Server can provide. The book is practical, guided, and comprehensive. It is written by a freelance LCS expert and a Microsoft product manager on the LCS team.

Delve inside the Windows Runtime - and learn best ways to design and build Windows Store apps. Guided by Jeffrey Richter, a recognized expert in Windows and .NET programming, along with principal Windows consultant Maarten van de Bospoort, you'll master essential concepts. And you'll gain practical insights and tips for how to architect, design, optimize, and debug your apps. With this book, you will: Learn how to consume Windows Runtime APIs from C# Understand the principles of architecting Windows Store apps See how to build, deploy, and secure app packages Understand how apps are activated and the process model controlling their execution Study the rich features available when working with files and folders Explore how to transfer, compress, and encrypt data via streams Design apps that give the illusion of running using live tiles, background transfers, and background tasks Share data between apps using the clipboard and the Share charm Get advice for monetizing your apps through the Windows Store About This Book Requires working knowledge of Microsoft .NET Framework, C#, and the Visual Studio IDE Targeted to programmers building Windows Store apps Some chapters also useful to those building desktop apps Technologies Covered Windows 8.1 Microsoft Visual Studio 2013

Microsoft SharePoint now has a 10 percent share of the portal market, and the new release, which features enhanced integration with Office 2007, is sure to give SharePoint a boost Offers clear instructions and soup-to-nuts coverage of this complex product, focusing instead on practical solutions to real-world SharePoint challenges Features tips, tricks, and techniques for administrators who need to install and configure a SharePoint portal as well as ordinary users who need to populate and maintain the portal and use it for collaborative projects Topics covered include setting up a SharePoint portal, matching SharePoint to business needs, managing portal content, branding, collaborating on SharePoint sites, using a portal to improve employee relations and marketing, putting expense reports and other interactive forms on a portal, and monitoring and backing up SharePoint

CIO

Windows Server 2016: Installing & Configuring

Computerworld

Office 365 Essentials

Reduce IT Cost 101 Questions for Business and Technology Leaders to Save Millions in It Spending

Find out how to use, manage, deploy, and secure Windows To Go, the ultimate mobile edition of Windows 10, designed to boot directly from a USB stick. This book shows you how to use your Windows To Go drive to work at home and on the move and access local and network resources from anywhere. Readers responsible for deploying Windows To Go drives will also learn how to plan for, provision, deploy, and manage Windows To Go devices in the workplace in order to create an effective mobility solution for their users. A Windows To Go drive can be booted on any PC that meets the Windows 7 or later certification requirements, regardless of the operating system running on that PC. What You'll Learn: Understand how Windows To Go differs from a typical Windows installation on a desktop Meet the necessary hardware and software requirements for Windows To Go Boot your Windows To Go drive Use Windows To Go, at home and on the road Plan and deploy Windows To Go in the workplace Secure and protect Windows To Go drives Who This Book Is For: End users and IT professionals

The celebrated economist Zvi Griliches's entire career can be viewed as an attempt to advance the cause of accuracy in economic measurement. His interest in the causes and consequences of technical progress led to his pathbreaking work on price hedonics, now the principal analytical technique available to account for changes in product quality. Hard-to-Measure Goods and Services, a collection of papers from an NBER conference held in Griliches's honor, is a tribute to his many contributions to current economic thought.

Here, leading scholars of economic measurement address issues in the areas of productivity, price hedonics, capital measurement, diffusion of new technologies, and output and price measurement in "hard-to-measure" sectors of the economy. Furthering Griliches's vital work that changed the way economists think about the U.S. National Income and Product Accounts, this volume is essential for all those interested in the labor market, economic growth, production, and real output.

Get up to date quickly with clear, expert coverage of SCCM 2016 Mastering System Center Configuration Manager provides comprehensive coverage of Microsoft's powerful network software deployment tool, with a practical hands-on approach. Written by Santos Martinez, Peter Daalmans, and Brett Bennett, this guide walks you through SCCM 2016 with in-depth explanations anchored in real-world applications to get you up to speed quickly. Whether you're planning a new installation or migrating from a previous version of Configuration Manager, this book provides clear instruction and expert insight to get the job done right. Fully aligned with the latest release, the discussion covers the newest tools and features with examples that illustrate utility in a variety of contexts. System Center Configuration Manager (formerly SMS) is one of Microsoft's flagship products; the 2016 release has been updated with better Windows 10 and Windows Server 2016 compatibility, improved tools for managing non-Microsoft mobile devices in the cloud, and more. This book provides start-to-finish coverage and expert guidance on everything you need to get your system up to date. Deploy software and operating systems Automate processes and customize configurations Monitor performance and troubleshoot issues Manage security in the cloud and on Virtual Machines SCCM 2016 improves your ability to handle the bring-your-own-device influx in managing mobile, streamlining the latest hiccup right into the everyday workflow. Mastering System Center Configuration Manager provides the practical coverage you need to get up and running seamlessly.

Configure, adapt, and extend Microsoft Dynamics CRM 2011—guided by two of the leading implementation specialists in the field. Whether you're an IT professional, a developer, or a power user, you'll get pragmatic, hands-on insights for customizing CRM in your organization—with or without programming. Discover how to: Set up and configure your system Plan and configure security settings and information access Easily customize form attributes, views, and relationships Create and deploy custom reports Use xRM to quickly create and efficiently manage line-of-business applications Automate business workflows Extend Microsoft Dynamics CRM with scripts and assemblies

Microsoft SharePoint 2007 For Dummies

Hard-to-Measure Goods and Services

Mastering System Center Configuration Manager

MCSA/MCSE 70-290 Exam Cram

Go-to guide for using Microsoft's updated Hyper-V as virtualization solution Windows Server 2012 Hyper-V offers greater scalability, new components, and more options than ever before for large enterprises and small/medium businesses. Windows Server 2012 Hyper-V Installation and Configuration Guide is the place to start learning about this new cloud operating system. You'll get up to speed on the architecture, basic deployment and upgrading, creating virtual workloads, designing and implementing advanced network architectures, creating multitenant clouds, backup, disaster recovery, and more. The international team of expert authors offers deep technical detail, as well as hands-on exercises and plenty of real-world scenarios, so you thoroughly understand all features and how best to use them. Explains how to deploy, use, manage, and maintain the Windows Server 2012 Hyper-V virtualization solutions in large enterprises and small- to medium-businesses Provides deep technical detail and plenty of exercises showing you how to work with Hyper-V in real-world settings Shows you how to quickly configure Hyper-V from the GUI and use PowerShell to script and automate common tasks Covers deploying Hyper-V hosts, managing virtual machines, network fabrics, cloud computing, and using file servers Also explores virtual SAN storage, creating guest clusters, backup and disaster recovery, using Hyper-V for Virtual Desktop Infrastructure (VDI), and other topics Help make your Hyper-V virtualization solution a success with Windows Server 2012 Hyper-V Installation and Configuration Guide.

Leverage Office 365 to increase your organization's efficiency by managing users, domains, licenses, and much more in your organization with most powerful subscription software. Key Features Get acquainted with the basics of Office 365 Configure and manage workloads efficiently using Office 365 A comprehensive guide covering every aspect of planning, and managing this multifaceted collaboration system. Book Description Office 365 is suite of advanced collaboration tools used by many well known organizations and their system administrators. This book starts with an introduction to Office 365 and its basic fundamentals. Then we move towards workload management and deployment. You will delve into identities, authentications, and managing office 365. We also cover concepts such as collaboration with Microsoft teams and tools such as Delve and Skype for collaboration. Towards the end of the book, you'll master monitoring and security concepts. By the end of this book, you will have hands-on experience working with Office 365 and its collaboration tools and services What you will learn Learn how to implement Office 365 from scratch and how to use best practices to be a successful Office 365 professional Understand Microsoft productivity services to take your organization or business to the next level by increasing productivity. Learn how workloads and applications interact and integrate with each other Learn to manage Skype for Business Online Get support and monitor service health with Office 365 Manage and administer identities and groups efficiently Who this book is for If you are working as a system administration or an IT professional and are keen to learn the fundamentals of Office 365, then this book is for you. No prior knowledge of office 365 is necessary.

MCSA GUIDE TO MICROSOFT SQL SERVER 2012 (Exam #70-462) provides a thorough introduction to essential database administration principles and practices to prepare readers for certification and career success. Ideal for formal courses, self-study, or professional reference, this detailed text employs a lab-based approach to help users develop the core knowledge and practical skills they need to master Microsoft SQL Server administration in an enterprise environment and pass Microsoft Certified Solutions Associate Exam 70-462. The text opens with information on the latest version of Microsoft SQL Server, offering step-by-step guidance on selecting an edition and completing initial installation and configuration. Several chapters then explore key topics such as database programming, security, performance tuning, backup and recovery, data integration, and system monitoring. Within each chapter, numerous resources and features reinforce teaching and learning, including learning objectives, summaries of key ideas, hands-on activities, discussion questions, definitions of important terms, and case studies to provide real-world context. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

PC Mag

Special Edition Using Microsoft .NET Enterprise Servers

Managing Microsoft Hybrid Clouds

Microsoft Dynamics CRM 4.0 Unleashed (Adobe Reader)

Managing and Maintaining a Windows Server 2003 Environment

Strategic Financial Management Casebook

Microsoft System Center Enterprise Suite Unleashed is the first and only definitive real-world guide to the entire Microsoft System Center Enterprise Suite. It brings together tips, tricks, best practices, and lessons learned by top consultants who've deployed System Center in some of the world's largest enterprises and most successful small businesses. Drawing on years of early adopter and production experience, Rand Morimoto, Chris Amaris, and their team cover the entire System Center lifecycle and its components for system configuration, operations management, data protection, virtual machine management, help desk support, change management, asset control, capacity planning, and mobile device management. You'll learn about individual components and how to integrate them to build automated, exceptionally efficient managed environments. For smaller businesses, the book also presents Microsoft's streamlined, lower-cost IT management offering, System Center Essentials 2010. Use System Center Configuration Manager 2007 to image, update, manage, and support servers and clients Proactively monitor your systems to identify and fix problems before they fail Use System Center Data Protection Manager 2010 to provide reliable, timely backup/recovery Implement and manage all aspects of virtualization, including virtual guest sessions on both Microsoft Hyper-V and VMware Make the most of System Center Service Manager 2010's integrated tools for managing help desks, incidents, assets, and changes Use System Center Capacity Planner to properly size, procure, and deploy new systems Remotely track, secure, patch, update, and support mobile devices with System Center Mobile Device Manager Simplify small business

IT management with System Center Essentials 2010 's wizards and auto-configuration components

Nowadays, many organizations are moving toward desktop virtualization. Citrix® XenDesktop® is the most comprehensive solution to implement a scalable and high performance virtual desktop environment. This book will provide you with the technical skills you need to successfully design, set up, and maintain a XenDesktop® environment. This book will introduce you to the main components of a XenDesktop® infrastructure and covers how to design and install them. Through each chapter, you will quickly learn how to configure your virtual desktop environment in order to meet specific end user requirements, giving your users the freedom to work from anywhere and from any device while virtual desktops and apps are centrally maintained in your data center. Special Edition Using Microsoft .NET Enterprise Servers helps readers understand each of the ten .NET Enterprise Servers from a design and operation standpoint. This book provides readers with the information necessary to architect a complete solution, using real-world examples to show how each of the different servers fits an organization's needs. The book goes beyond mere planning and architecture, and helps managers and administrators understand the core day-to-day administrative requirements of each server. Essentially, this book is designed to cover the portions of these products that are used every day, effectively making it ten small books in one.

InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects.

MS DYNS CRM 2011 ULSHD p1

Exam Ref MS-900 Microsoft 365 Fundamentals

InfoWorld

Exam Ref 70-687 Configuring Windows 8.1 (MCSA)

Microsoft System Center Enterprise Suite Unleashed

PCMag.com is a leading authority on technology, delivering Labs-based, independent reviews of the latest products and services. Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology.

Microsoft® Dynamics CRM 4.0 Unleashed presents start-to-finish guidance for planning, customizing, deploying, integrating, and managing Dynamics CRM in your unique business and technical environment. Authored by two leading Microsoft Dynamics implementers, this book systematically explains how the system works, why it works that way, and how you can leverage it to its fullest advantage. The authors present clear examples, proven best practices, and pitfalls to avoid in using every significant Dynamics CRM capability. The far-reaching coverage ranges from Dynamics CRM's sales, marketing, and customer service features to its automated workflows; from Outlook and Office integration to reporting and security. The authors offer independent insight into Dynamics CRM's most powerful new features, from its improved interface to its new mail merge and data migration tools. This book is for every IT professional who intends to work with Dynamics CRM, regardless of their experience with Dynamics or other CRM solutions. The authors provide example-rich, realistic coverage of advanced Dynamics customization, extensibility, and integration: information that is available nowhere else. Detailed information on how to... Set up, configure, and maintain all facets of Dynamics CRM in any organization or industry Thoroughly understand both the on-premise and hosted versions of Dynamics CRM Make the most of Dynamics' new features, including email, the Outlook client, Internet Facing Deployment (IFD), and relationships Manage sales leads, opportunities, accounts, contacts, marketing lists, sales collateral, campaigns, quotes, orders, and invoices Improve customer service by integrating schedules, cases, contacts, product/service information, and more Build powerful automated workflows that streamline key sales tasks and liberate salespeople for more effective selling Efficiently administer and secure any Dynamics CRM implementation Drive greater value by integrating Dynamics CRM with Microsoft Office productivity tools Customize and extend Dynamics CRM using Visual Studio, .NET, and custom plug-ins and add-ons ON THE WEB: Download all of this book's examples and source code at informit.com/title/9780672329708

For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network.

Written by computer guru Titel, this is the perfect study guide to help candidates pass this core exam for both the MCSE Windows Server 2003 and MCSA programs. The accompanying CD features PrepLogic® Practice Tests, Preview Edition.

Mastering Citrix® XenDesktop®

Windows Runtime via C#

Configuring Windows 8.1

A Guide for Users and IT Professionals

Windows To Go

Fully updated for Windows 8.1! Prepare for Microsoft Exam 70-687 - and help demonstrate your real-world mastery of configuring Windows 8.1 in the enterprise. Designed for experienced IT professionals ready to advance their status, Exam Ref focuses on the critical-thinking and decision-making acumen needed for success at the MCSA or MCSE level. Focus on the expertise measured by these objectives: Install and upgrade to Windows 8.1 Configure hardware and applications Configure network connectivity Configure access to resources Configure remote access and mobility Monitor and maintain Windows clients Configure backup and recovery options This Microsoft Exam Ref: Organizes its coverage by objectives for Exam 70-688. Features strategic, what-if scenarios to challenge you. Designed for IT professionals who have real-world experience configuring or supporting Windows 8.1 computers, devices, users, and associated network and security resources. Note: Exam 70-688 counts as credit toward MCSA and MCSE certifications

ANYONE CAN CUT IT COSTS AS LONG AS THEY USE THE RIGHT KNIFE Are you a Business, Finance or IT leader looking for answers to the following questions? Why is IT so expensive? How do we keep IT costs low? Are we overpaying IT vendors? Why do IT projects exceed their budget? Is IT governance unbiased and objective? Do we know if our IT Assets are fully utilized? Are we paying for software that we are not using? The IT team is always busy—are they doing relevant work? Explained in simple, non-technical language, 101 IT Cost saving ideas presented in this book, are proven techniques that will help you ask the right questions from your IT team and discover hidden opportunities to reduce IT spending. Be it spending on IT hardware, software, staffing or outsourced services, even if you get your IT teams to answer a few of the 101 questions, the savings opportunities will exceed your investment in this book. Pick up one more copy. When more managers in your company read this book, the higher will be your savings.

In-depth and comprehensive, this official RESOURCE KIT delivers the information you need to administer Windows 7 in the enterprise. You get authoritative technical guidance from those who know the technology best! Microsoft Most Valuable Professionals (MVPs) and the Windows 7 Team! along with hundreds of scripts and other essential resources on CD. Get expert guidance on how to: Apply best practices for using Microsoft Deployment Toolk Plan user-state migration; test application compatibility; manage update Manage Group Policy Objects using Windows PowerShell Administer Windows Firewall and Windows BitLocker Implement Isec, IPv6, wireless, and VPN connectivity Install and configure printers, devices, and services Manage disks, file systems, storage, and data security Administer search and indexing with Group Policy Diagnose and resolve startup, hardware, and networking issue CD FEATURES: Nearly 200 Windows PowerShell scripts created specifically for this book! customize to administer your environment Windows 7 Resource Kit PowerShell Pack! 700 cmdlets and functions to extend Windows in-box functionality Links to author Web sites Sample chapters from Microsoft Press books Fully searchable eBook For customers who purchase an ebook version of this title, instructions for downloading the CD files can be found in the ebook.

Microsoft Dynamics® CRM 2016 Unleashed presents start-to-finish guidance for planning, customizing, deploying, integrating, managing, and securing every new Online and On-Premises version of Dynamics CRM 2016. Leading Dynamics implementer Marc Wolenik presents comprehensive coverage of configuring, customizing, and operating Dynamics to serve your organization's unique needs. He illuminates Microsoft's renewed focus on services, via the Interactive Service Hub (ISH) and advanced cross-platform mobile client support. You'll also find extensive new coverage of key enhancements including xRM, Adxstudio Portals, FieldOne, Parature, Voice of the Customer, and FantasySalesTeam gamification. In addition, this book is part of Sam's Content Update Program. As Microsoft updates features of Windows 10, sections of this book will be updated or new sections will be added to match the updates to the software. The updates will be delivered to you via a free Web Edition of this book, which can be accessed with any Internet connection. Wolenik's example-rich guidance will be invaluable to every IT professional who intends to work with Dynamics CRM 2016, regardless of her experience with Dynamics, Salesforce, or other CRM solutions. Drawing on extensive insider knowledge, he systematically explains how Dynamics CRM 2016 works, why it works that way, and how to maximize its value. You'll find proven best practices for using every significant Dynamics capability—information available in no other book. Detailed information on how to Compare each version of Dynamics CRM 2016, make your best choice, and deploy painlessly Leverage Dynamics CRM 2016 as a complete customer engagement solution for all channels and devices Quickly apply capabilities that previously required extensive programming or complex workarounds Efficiently manage accounts, leads, campaigns, collateral, cases, contacts, opportunities, orders, products, quotes, invoices, teams, and more Integrate schedules, cases, contacts, and product/service information Build powerful automated workflows, processes, and complete solutions Customize product catalogs to reduce SKUs, create bundles, and define up-sells or cross-sells Capture the Voice of the Customer with powerful new survey tools Build state-of-the-art customer service dashboards Create seamless, mobile-optimized self-service web portals with Adxstudio Make CRM more fun and compelling with FantasySalesTeam games

Extend Dynamics CRM 2016 with custom plug-ins and add-ons

How to Make Money in Trusted Partnership with the Global Software Powerhouse

Get up and running with the fundamentals of Office 365

Pro LCS

Microsoft Windows Server 2012 Inside Out

With Expanded Coverage of Parature, ADX and FieldOne