



## **CRMUG Academy** **Administrator Black Belt Training Series**

### **Introduction**

The CRMUG Academy Administrator Black Belt Training is a structured, four-course series for Microsoft Dynamics® CRM administrators & super-users. The series is designed to help you master the art of administrating, configuring and adapting Dynamics CRM.

Administrator Black Belt Training aims to empower administrators and super-users to “own” their successful implementation of Dynamics CRM and provide front-line support to business users. CRMUG partners with expert consultants and dedicated trainers to deliver this outstanding online training to members from all types of organizations, from small businesses to large enterprises.

### **At a glance, here’s how it works:**

- It’s a series of four 3-hour training courses that mix theory and real-world, hands-on practice
- Start with the **Blue Belt course**, and build your skills as you work your way through the **Purple Belt**, **Brown Belt**, and finally to the **Black Belt course**
- Each course ends with an online lab and test for students
- Each student must successfully complete and pass labs and tests to proceed to next Belt

### **The Details**

The CRMUG Academy Black Belt Training Series consists of four courses, each with increasing levels of proficiency and complexity. Each course is conveniently and cost-effectively delivered online and is designed to encourage a real-world learning experience.

Each course is run on a regular basis, and you need to attend each course only once. The Blue Belt course is held monthly and is available to all Dynamics CRM users; Blue Belt holders can participate in the Purple Belt course, which is held every other month; the Brown Belt course is offered quarterly and is open to Purple Belt holders; the Black Belt course is the climax of the program and is only run twice a year, covering all the most advanced aspects of Dynamics CRM.

Administrator Black Belt Training is available to all Dynamics CRM customers, and discounted prices are offered to CRMUG Premium Members.

Visit [www.crmug.com/crblackbelt](http://www.crmug.com/crblackbelt) to see the complete schedule of Black Belt Training Series courses, along with pricing and registration information.

Mastering Dynamics CRM is easier than you think with Administrator Black Belt Training from CRMUG Academy. **Enroll today!**



TRAINING SECTORS  
BLACK BELT

Blue Belt Course	Purple Belt Course	Brown Belt Course	Black Belt Course
Offered Online Monthly	Offered Online Every Other Month	Offered Online Quarterly	Offered Online Twice a Year
<p>Introductory training course that covers the following subjects:</p> <ul style="list-style-type: none"> <li>• An introduction to the various components within your Dynamics CRM system that can be configured</li> <li>• An exploration of organization and user management, providing information on how to set up different groups and users</li> <li>• CRM security management and how to set up user rights for accessing only appropriate data within the CRM system</li> <li>• How to configure basic forms and basic views</li> <li>• How to set up and managing various types of Information</li> </ul>	<p>Purple Belt training takes a more in-depth look into advanced configuration of Dynamics CRM and covers the following subjects:</p> <ul style="list-style-type: none"> <li>• Developing custom entities within the database and creating relationships with other data</li> <li>• Creating custom forms for generating workflows or reports</li> <li>• Implementing advanced search and find capabilities</li> <li>• Views, Charts, Dashboards and Reports for managing different types of information</li> </ul>	<p>The Brown Belt training course takes attendees to a higher degree of administrative ability by introducing advanced data management and integration techniques, and covers the following subjects:</p> <ul style="list-style-type: none"> <li>• CRM data management techniques and how to maintain the Integrity of your data</li> <li>• Integrating data from your various other systems, such as ERP applications, into Dynamics CRM</li> <li>• Replicating CRM data safely to provide access to offline data</li> </ul>	<p>This is the most advanced level within our CRMUG training program; transforming your administrators and super-users into CRM “gurus.” Training will cover the following subjects:</p> <ul style="list-style-type: none"> <li>• Automated process management to enable the development of sophisticated workflow processing</li> <li>• An introduction to portal customization options, integration with telecoms systems, integration with SharePoint Server and email routing</li> <li>• An introduction to xRM and expanding your CRM investment outside the initial functions of marketing, sales and customer service management</li> </ul>

CRMUG Academy offers professional growth and development opportunities to improve the competency and proficiency of Microsoft Dynamics® CRM users. The Academy offers both virtual and in-person classes led by expert instructors in a hands-on, interactive environment. Training from CRMUG Academy goes beyond core concepts and utilizes real-world experience and applications for enhanced learning. Learn more and get engaged at <http://www.crmug.com/member-resources/academy/>.