



# Microsoft Dynamics CRM 2011 Administration Bible

*Matthew Wittemann, Geoff Ables*

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- Brings you up to speed on Microsoft Dynamics CRM 2011, the latest version of Microsoft's fast-growing customer relationship management software
- Shows you how to get the most out of the application, including configuration and customization, integrating with Microsoft Office, and automating business processes
- Features step-by-step instruction and in-depth coverage of all essential topics; you'll want to keep this information-packed book at your desk as a practical reference

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