

CRM Customizing Fundamentals

- CRM basic data:
 - Account Management
 - Organizational model
 - Product master
 - Customizing settings for each object
- CRM business transactions
 - Overview of generic functions in business transactions
 - Activity management
- Customizing for these objects
 - Process control and determination
- Partner determination
- Actions
- Overview of pricing in CRM
 - CRM Billing
 - Basics concepts of CRM middleware
 - Introduction to the CRM WebClient User Interface