

Course Length: 2 days

Learning Objectives

This comprehensive training provides your SugarCRM users the training they need to use SugarCRM effectively and efficiently. Through a combination of lecture and hands-on exercises students will become proficient at end user basics in order to fully leverage SugarCRM.

Course Prerequisites

- none

Course Outline

- CRM Overview
- End-User Getting Started
- Working with Records
- Lead Management
- Opportunity Management
- Account and Contact Management
- Activity Management
- Creating Common Reports
- Products and Quotes
- Email and Outlook Plug-in Overview
- Overview of other modules as needed