

## Microsoft Dynamics CRM 2011 Features List

**Microsoft Dynamics CRM 2011** includes some 500 new features, functions, and technologies in addition to better open access across multiple devices, the cloud, and tight integration to Microsoft's powerful and popular Office productivity suite and SharePoint document management and enterprise data repository solution.

• Marketing	• Sales	• Customer service
• Cloud Development	• Solution Management	• MS Dynamics Marketplace
• Workflows	• Dashboards	• Tracking Data Using Dashboard
• Dashboard Designer Canvas	• Dashboard Component Gallery	• Using the dashboard
• Core Features	• Goal Management	• Interactive Process Dialogs
• Web Resources/Data endpoint	• Charts, Dashboards & Filtering	• The new Outlook Client
• Form Editor and Customize Tab	• Dialogs	• Global Option Sets
• Filtered Lookups	• Recently used items in lookups	• New SOAP Endpoint
• The Ribbon	• Auditing	• Latest Framework, Tools
• CRM and SharePoint	• Solution Packaging Expanded	• Document Management
• New activity Type	• Dynamic Marketing List	• Bulk Delete
• Recurring Appointment	• Field-Level Security in CRM	• Team Improvements
• Sub-Grids in Forms	• Rich CRM Email/Appointments	• Recently Visited
• Default Views	• Shortcut Menu in CRM-2011	• Record Set Navigation
• Sticky Views	• Form Additions	• Side Tabs
• Header/Footer	• Sub-grids	• Making Views Even Better
• Record Counts	• Column Filtering	• Associated Views
• Lookup Views	• Personal Views	• Some Exciting Core Features
• Dashboards	• Charts	• Attachments & Bulk Emails
• Data Import Wizard	• Get Started Pane	• End-user tools
• Context-sensitive ribbon	• Form sections instead of tabs	• Filters and default views
• Browse records on detail form	• View options	• No more form assistant pane

• Email activity ribbon	• Total counts in grid	• Sales Literature emailing
• Windows Update support	• Enhancements in Outlook Client	• Outlook 2010 vs. 2007/2003
• Reading panes	• View tabs and filters	• Full visualizations support
• Activity grouping	• Conditional formatting	• Regarding records
• Auto create contacts or leads	• Outlook Social Connector	• Form Customization Options
• Adding a sub-grid on the form	• Related records filtering	• Visible Form Field by default
• Delete keys in CRM-2011	• Dragging fields onto form	• Create new fields within form
• Making a field appear twice	• Auditing features	• View audit history per record
• Audit summary view	• Audit data security	• Hide audit summary
• Connections	• Quick-create a Connection	• Relationship roles
• SharePoint Integration	• Document management	• Visualizations
• Viewing charts on grids	• Drilling down	• Creating new personal charts
• Creating new system charts	• Custom charts	• Goals and goal metrics records
• Email Activity	• Web Resources in CRM-2011	• Role & Privilege Improvements
• Queues	• Teams & More	• Process Instance Detail View
• Detailed Error Information	• Process Editor (Workflow)	• Sample Data