



## A Roadmap For Your Training Needs

Make use of the Microsoft Dynamics™ CRM 4.0 learning plans. These learning plans can help you and your employees focus on specific training goals and find the training needed to gain in-depth product knowledge and obtain certifications. By becoming trained and certified in various disciplines, you and your employees can develop skills using Microsoft Dynamics CRM 4.0. These enhanced skills help increase productivity to allowing you and your employees to unlock the full potential of your business Microsoft Dynamics CRM 4.0 solution so your business can experience a higher return on the solution investment. Please visit the following website to learn about the availability of training: <https://mbs.microsoft.com/customersource/training>.

## How To Follow Your Learning Plan

It is recommended that the learner progress through the training in the order presented (from left to right), within their chosen learning plan(s).

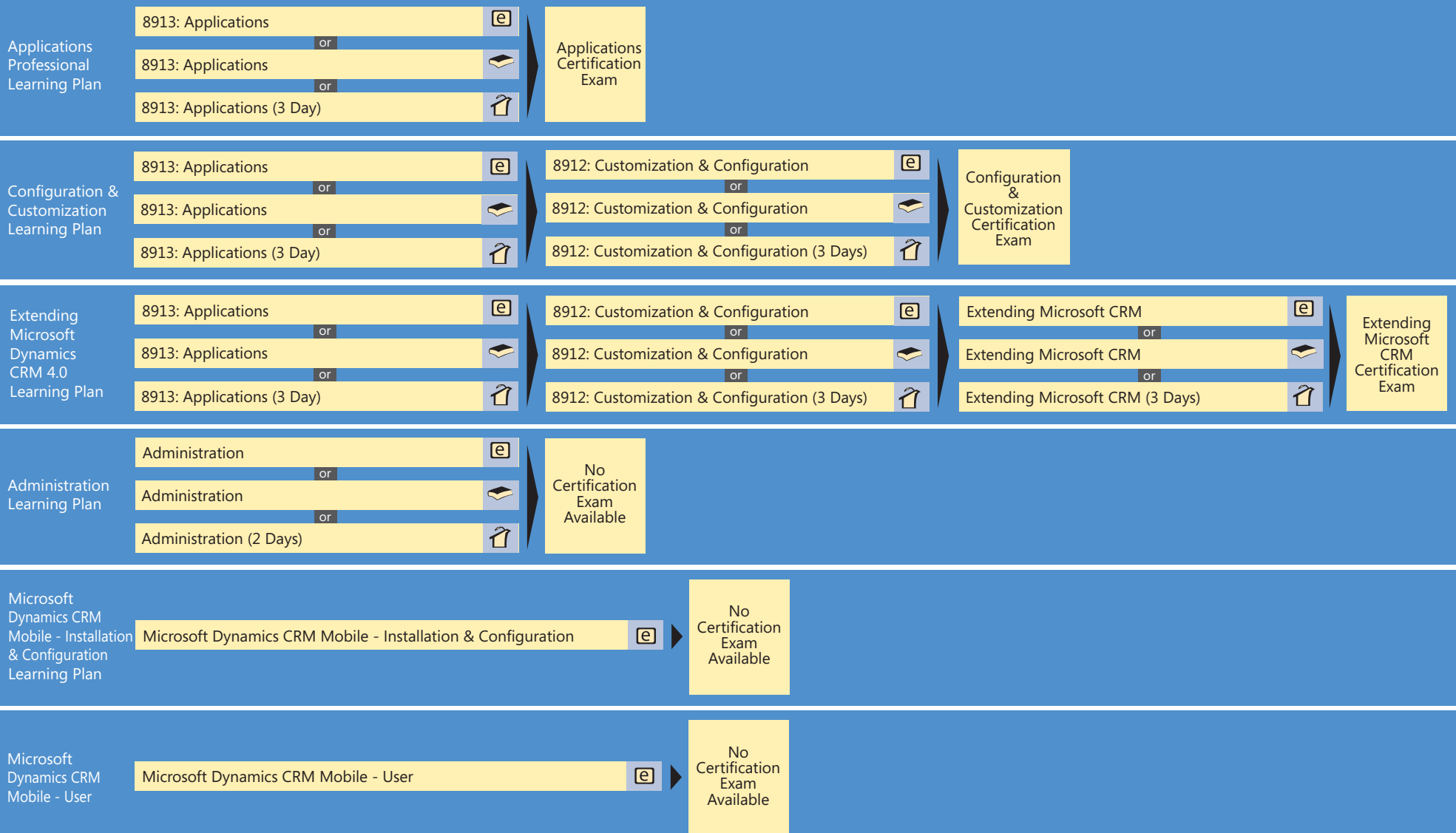
Each training title within a learning plan links to a Web page (when the course becomes available) outlining details on the course and provides registration information.

Once a learning plan is completed, it is recommended that additional study through industry white papers, training materials and courses on future product versions are taken continually in order to refresh a learner's knowledge.

## Additional Information About Your Learning

Please note the icon key indicating the different formats in which training is available (format availability varies by training title). You should choose the format that best fits their needs and learning preferences. Before taking a certification exam, it is highly recommended that you review the training material titles that map to an exam and apply their knowledge through real-world experience. Training materials are provided when an individual attends a class. Although not required, it is recommended to study the introduction [What's New in Microsoft Dynamics™ CRM 4.0 \(Course 8910\)](#) to gain general knowledge.

**KEY** E-Learning Training Materials Class



For more information on Microsoft Dynamics™ CRM 4.0 training and certifications, email questions to [mbsuniv@microsoft.com](mailto:mbsuniv@microsoft.com).