



There are dozens of little tips and tricks for using your Microsoft Dynamics CRM application that can make your life ever so much easier. We'll be bringing you a new tip every month in the hope that you find them useful.

The resident Altico wizard presents your August 2009 CRM tip:

Sneak Peek at Microsoft Dynamics CRM 5.0

Now that CRM 4.0 has been available for more than a year and CRM 5.0 is scheduled to make its debut "sometime" in 2010, it is good to start thinking about what investments you might make in the coming period and which functionality can wait for the next release. Here are some of the interesting features that Microsoft is said to be working on:

- Adding auditing capabilities out of the box
- Deep integration with SharePoint, for document management as an example
- Improved platform for call center use
- Fewer pop up screens
- Allowing recurring activities
- Inclusion of a Microsoft Office ribbon bar

For more information, you can check out the Statement of Direction paper on CustomerSource, which you should all have access to.

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I'm NOT the resident wizard, but be that as it may, you're welcome to channel your questions through me.

Yours,

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