APPENDIX A: COURSE SCHEDULE

This appendix contains a course schedule, which suggests the order in which the chapters should be studied.

We recommend that the course be taken over a period of three days.

Daily Schedule

Day One		Welcome
	Introduction	
	Chapter 1	Customer Relationship Management
	Chapter 2	Relationship Management Setup
	Chapter 3	Contacts
	Chapter 4	Interactions and Document Management
Day Two	Chapter 5	Campaigns and Segmentation
	Chapter 6	Task Management
	Chapter 7	Outlook Integration
	Chapter 8	Opportunity Management
	Chapter 9	Profiling and Classification
Day Three	Chapter 10	Multilanguage Salutation and Attachment
	Chapter 11	Quotation to Contacts
	Chapter 12	Document Logging