# **ActivityTools** for MS Dynamics CRM 2011



ActivityTools has been developed to simplify the CRM-internal use of activities by providing Outlook-like visualization options and additional email-functionalities.



## Views:

With the possibility to configure previews for each CRM entity, ActivityTools offers several comfortable display options:

# Entity-specific

- Activity-Preview: Shows all activities related to a CRM-record
- Email-Preview: Shows all emails related to a CRM-record and provides additional email-features

# General views

- My Activities: Shows all activities related to a user
- Preview in the standard CRM Queue-area: Provides a compact overview of all activities of a CRM-queue

All views are similar to MS Outlook consisting of a list of all activities associated to a CRM record on the left and a preview-pane on the right side of the window. This enables users to see a preview of the activity-content and to open attachments without the need to open the activity itself. Additionally, the previews can be activated within the CRM "Activities"-view, the "Activities"-view of CRM entities and within the CRM "Queues"-view. Users can also embed the previews into CRM Dashboards

#### Grouping

The grouping-option provides the possibility to group the activities and emails by subject, date and regarding and to show the results in a simple list-view.

#### Search

The included search-functionality enables users to search through

Microsoft Dynamics

## **Email-Features:**

## Signatures

Users can easily generate personalized or default email-signatures with a WYSIWYG-editor. This guarantees a uniform email layout within MS Dynamics CRM. The signatures will be automatically added to the content of the email activity.

## Spellchecker

the content of emails. Unknown words are recognized and users extend the dictionary etc. Supported languages: English, French and German.

# Standard sender

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A standard sender can be defined for every user. This is very useful if all emails should be sent from one email address (e.g. from the support team's email-address).

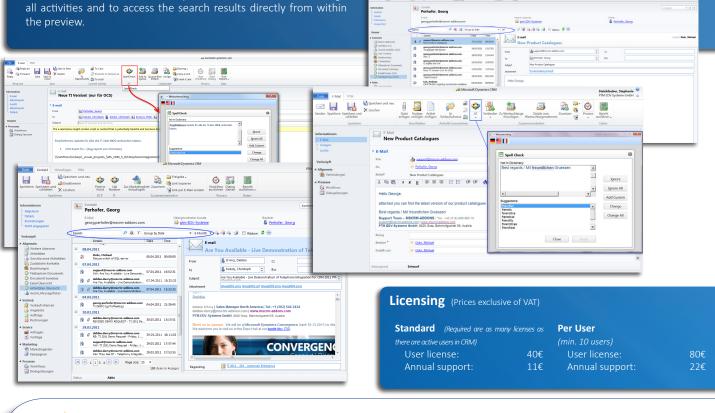
#### Availability

• MS Dynamics CRM 2011 On-Premise (RTM) / Hosted (IFD) / Online

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