



## Training Course Overview

### Course Objectives:

Attendees will gain an understanding of how to create and maintain basic CRM reports using the Report Generator module

### Who should attend?

Personnel who need to create and maintain CRM reports using the Report Generator module

### Prerequisites

Attendees must have an advanced knowledge of the CRM module and of writing Ad-Hoc and Campaigns and who wish to further their reporting knowledge.

### Programme

- Writing reports using a basic Wizard
- Writing basic reports without using the Wizard
- How to set different formats in the report
- Selecting CRM records for reporting
- Different report output methods including Printing and Exporting
- Label printing
- Creating contact history for selected CRM records
- Using specific CRM Derived Field calculations for more advanced reporting
- Setting up and using prompts within reports to give flexibility to the selection criteria
- Exporting data for use within Microsoft Products

### Duration

1 Day

Please visit our website or call the ADP Training department on 01635 214460 for further information or to book you place on the next available course.