

# Microsoft CRM Mobile Express

## Datasheet

### REAL-TIME ACCESS TO CUSTOMER INFORMATION

CRM Mobile Express for Microsoft® Dynamics™ CRM 3.0 delivers the power of Microsoft CRM to your mobile workforce with ease. CRM Mobile Express lets your mobile team work with up-to-the minute sales, marketing and customer service information, whether team members are on the road, in client meetings or on service calls.

### FULL SALES, MARKETING, AND CUSTOMER SERVICE FUNCTIONALITY

CRM Mobile Express is an easy-to-use extension of Microsoft CRM. This thin-client application, capable of supporting multiple languages, benefits users by allowing them to capture, track and store critical aspects of their sales, marketing and customer service activities while away from the office.

Standard and custom entities are supported, including Account, Case, Campaign, Competitor, Marketing List and Opportunity

### WORKS WITH ANY WEB-ENABLED PHONE OR DEVICE<sup>1</sup>

CRM Mobile Express provides users the ability to view, create and modify CRM data on any Internet-capable device<sup>1</sup>. It can be used with any mobile Web browser, including Microsoft Windows Mobile Pocket PCs and Smartphones, Palm-powered handheld devices and RIM Blackberry devices.

### EASY TO USE

The CRM Mobile Express screens are similar to the Microsoft CRM interface, and full history navigation at the top of each page lets users easily navigate back to previous screens, further saving time and helping to improve productivity.

### EASY TO MANAGE

CRM Mobile Express requires no installation on the mobile device. Simple configuration in Microsoft CRM allows you to choose which entities your mobile workforce can access. Most entities can be set so they are Read Only or Read/Write enabled.

### EASY TO CONFIGURE

In addition to simple administration and "out-of-the-box" functionality, Microsoft makes the source code for CRM Mobile Express available under a shared source licensing agreement. You can modify the source to fit your exact business needs.

### SYSTEM REQUIREMENTS

- Microsoft Dynamics CRM 3.0 (Professional or Small Business Edition)
- Microsoft .NET Framework 2.0

### MOBILE DEVICE REQUIREMENTS

- HTML 4.0-compatible Web Browser<sup>1</sup>
- Internet Access

### AVAILABILITY

Microsoft CRM Mobile Express is available for download from the Microsoft CRM Sandbox community.<sup>2</sup> [codegallery.gotdotnet.com/crm](http://codegallery.gotdotnet.com/crm)



CRM Mobile Express allows real-time access to your Microsoft CRM data from any Internet-capable device.<sup>1</sup>

Create rich mobile "mash-ups" with full access to the CRM Mobile Express source code.<sup>2</sup>

## Microsoft CRM Mobile Express

- Real-time access to customer information
- Full sales, marketing, and customer service functionality
- Works with any web-enabled device<sup>1</sup>
- Easy to configure and manage
- Fully customizable
- Multiple language supported

<sup>1</sup> Microsoft CRM Mobile Express can be used with any mobile web browser that is HTML 4.0 compatible. This includes Microsoft Windows Mobile Pocket PCs and Smartphones, Palm-powered handhelds, and RIM Blackberry devices.

<sup>2</sup> Microsoft CRM Mobile Express is made available to the Microsoft CRM customer and partner communities through the Microsoft CRM Sandbox at <http://codegallery.gotdotnet.com/crm>. As it is available through Microsoft's Shared Source Code initiative and open to customer and partner modification, Microsoft is unable to provide technical support for Microsoft CRM Mobile Express.