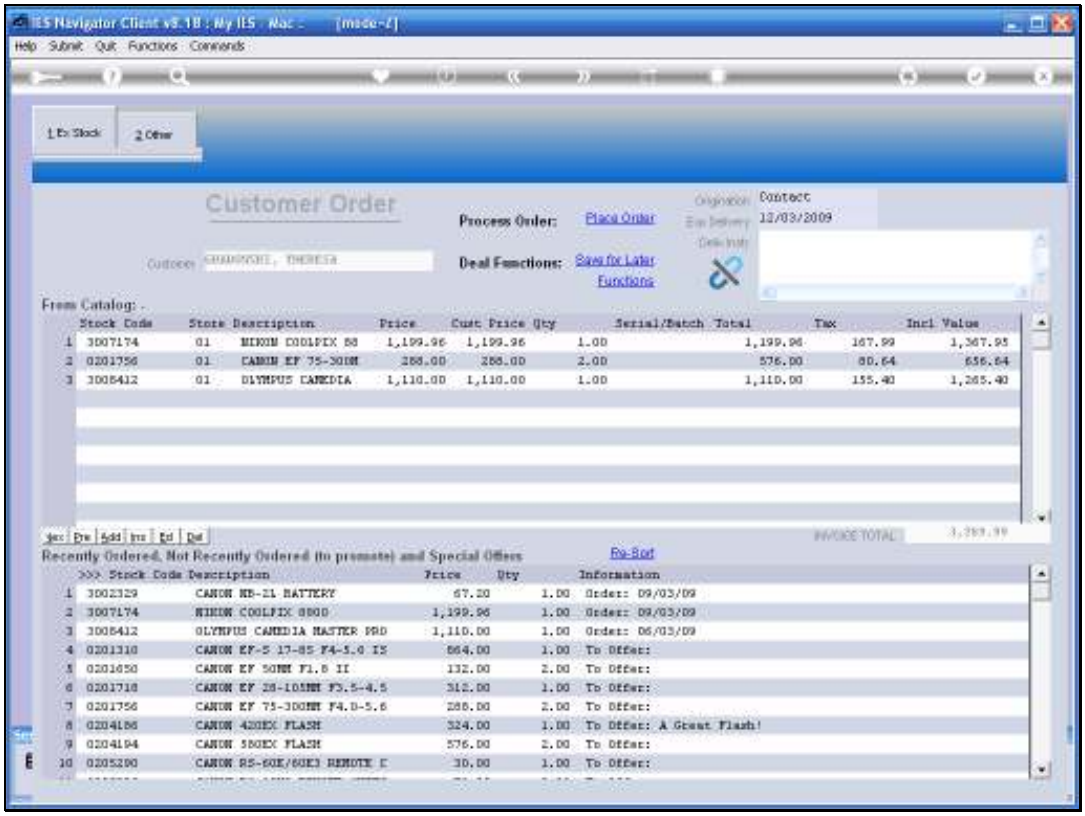
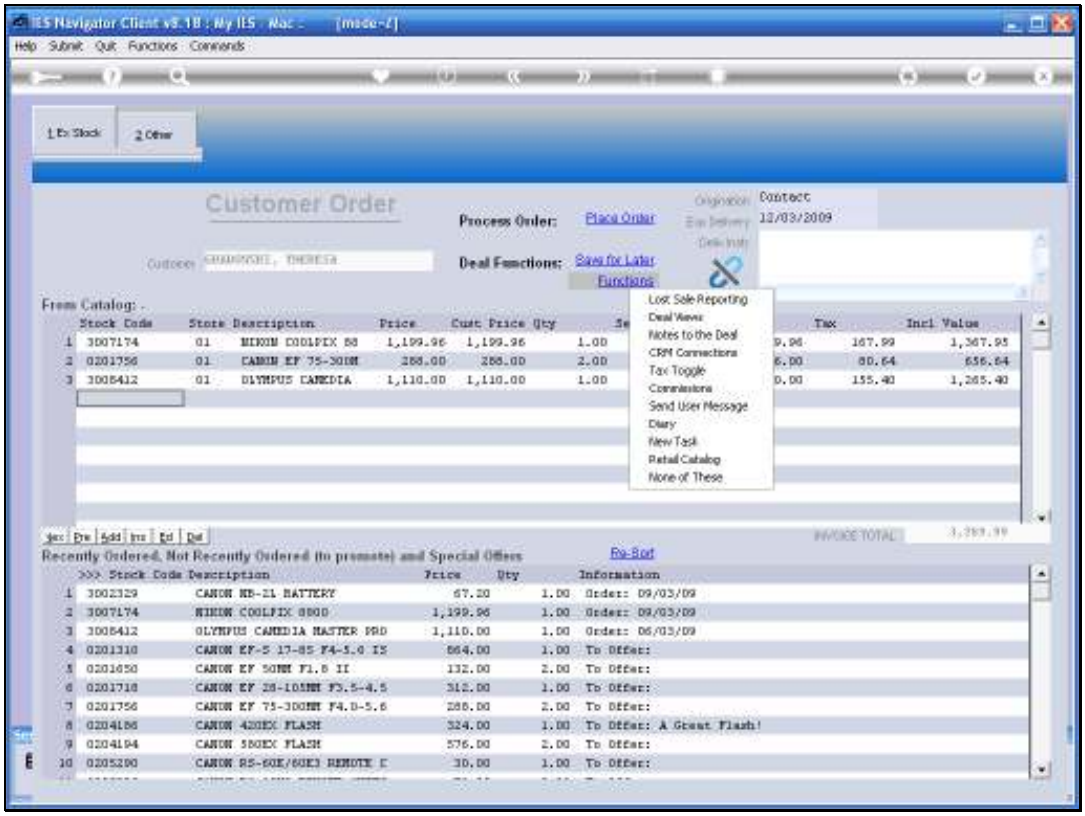
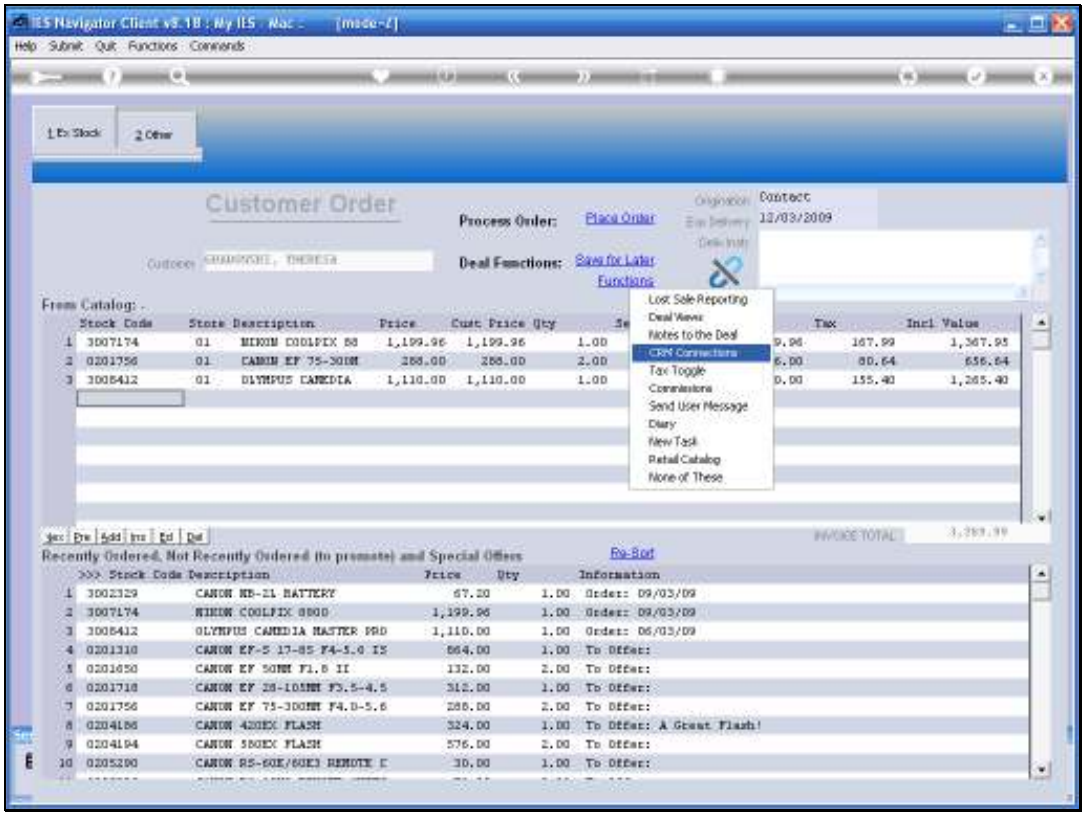


Slide 1

Slide notes: We will now look at the CRM options available on the Customer Order screen.

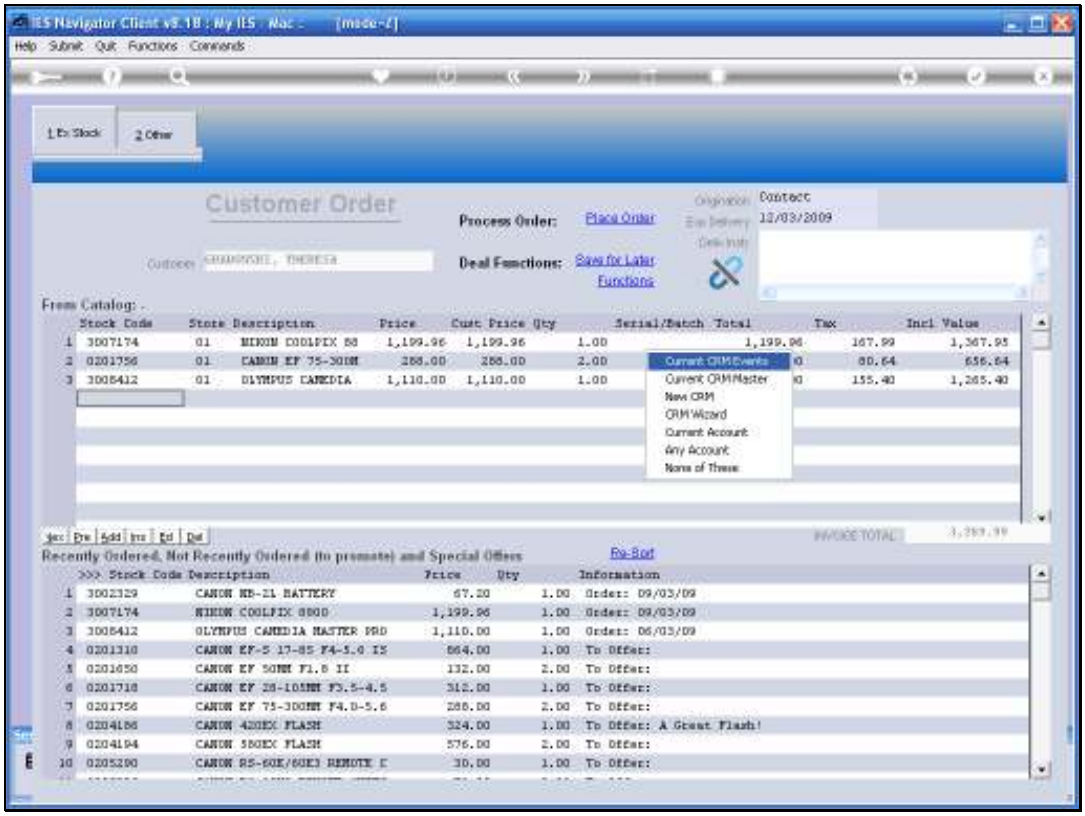


Slide 2
Slide notes:



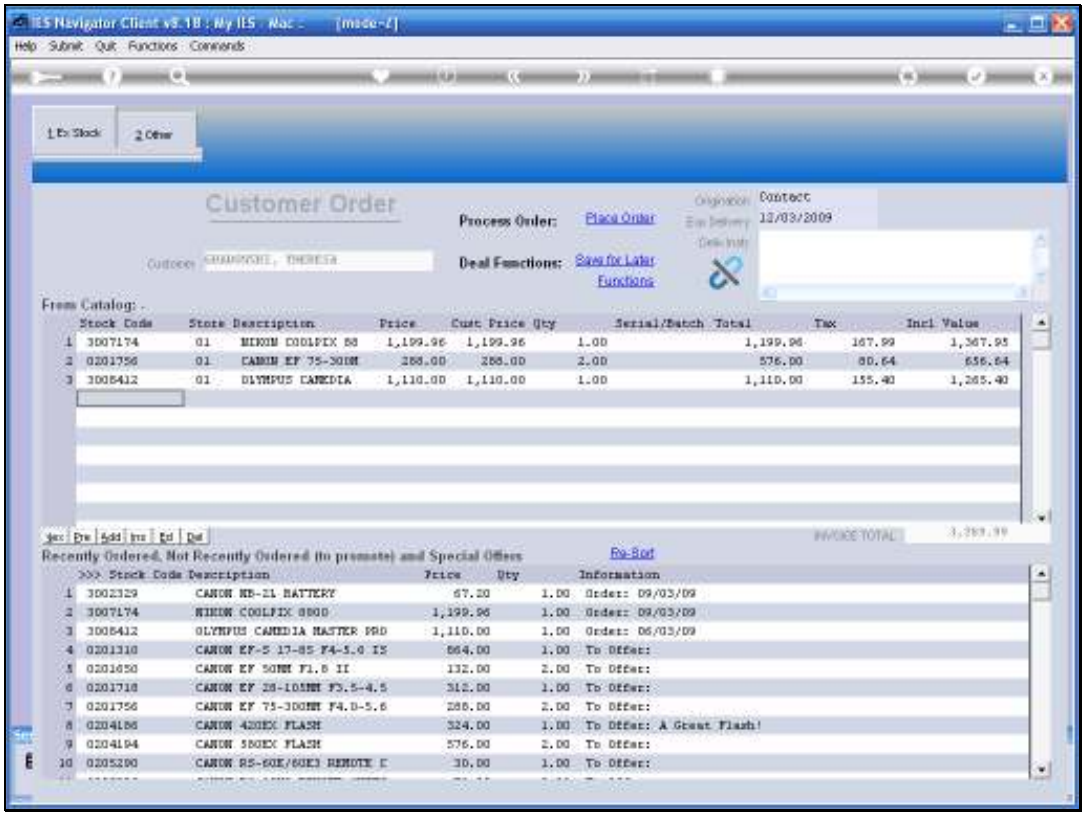
Slide 3

Slide notes:



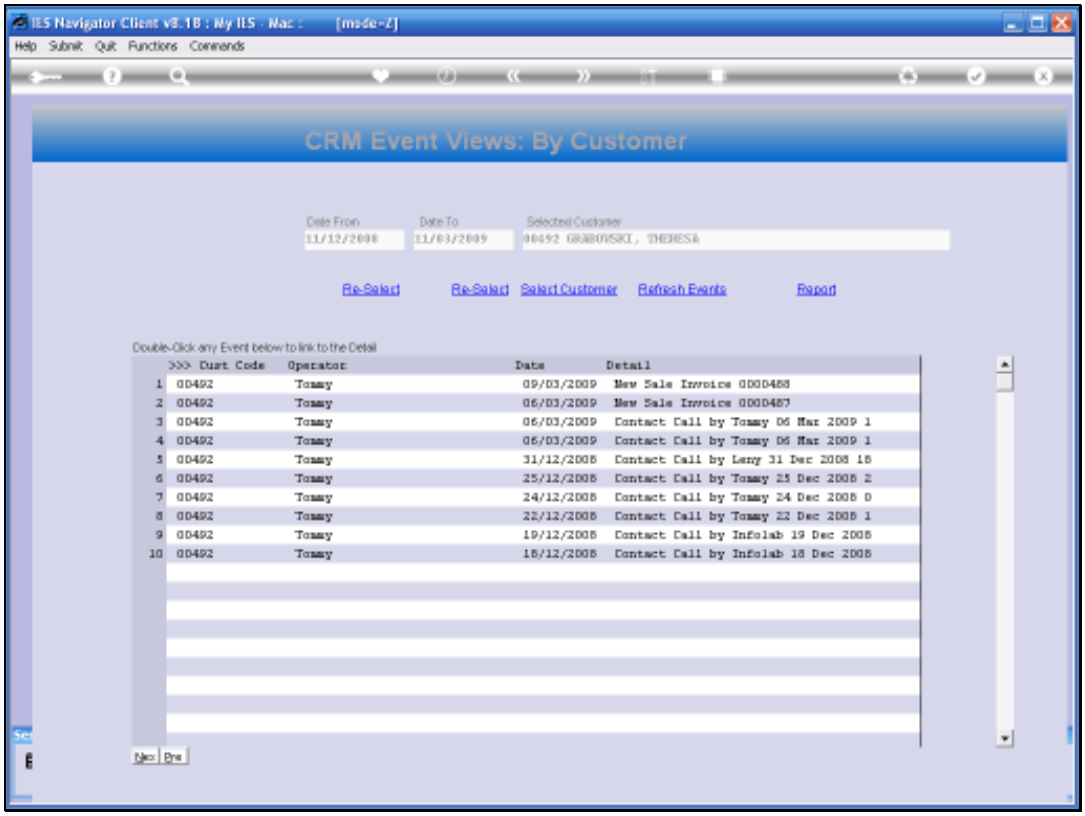
Slide 4

Slide notes: We 1st look at the Current CRM Events option.



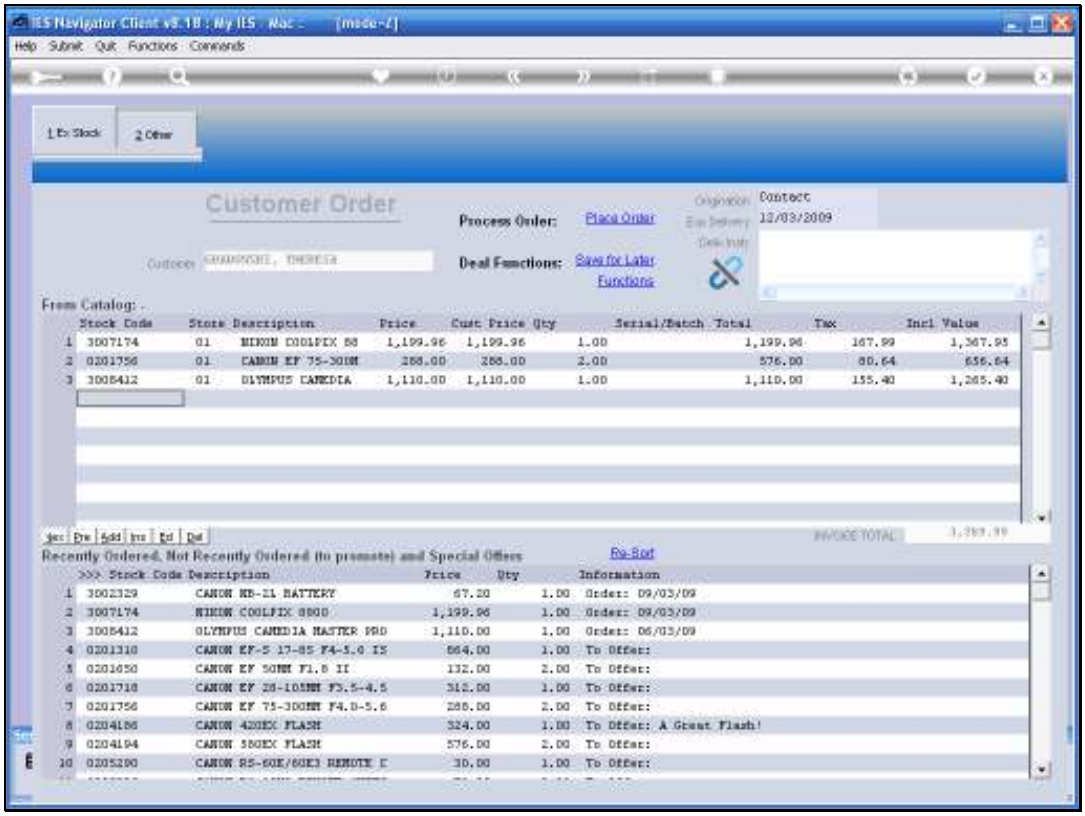
Slide 5

Slide notes:

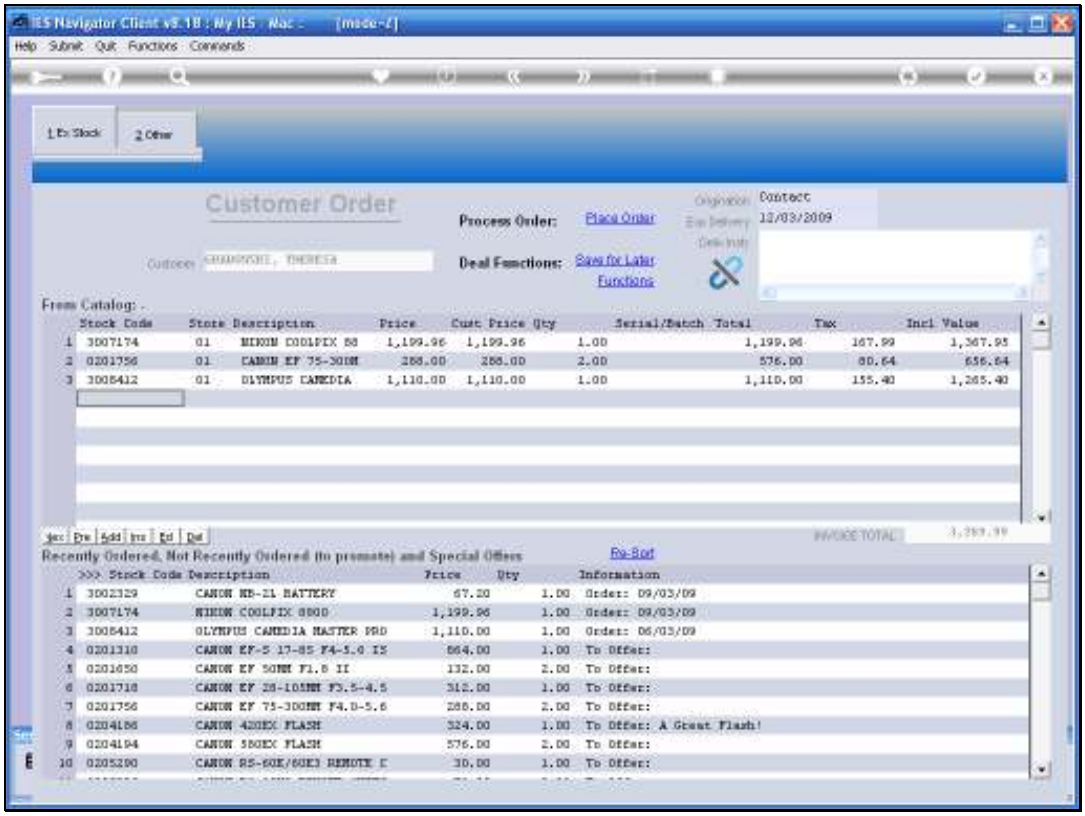


Slide 6

Slide notes: And in this case, we can drill into the most recent events on this CRM Account.

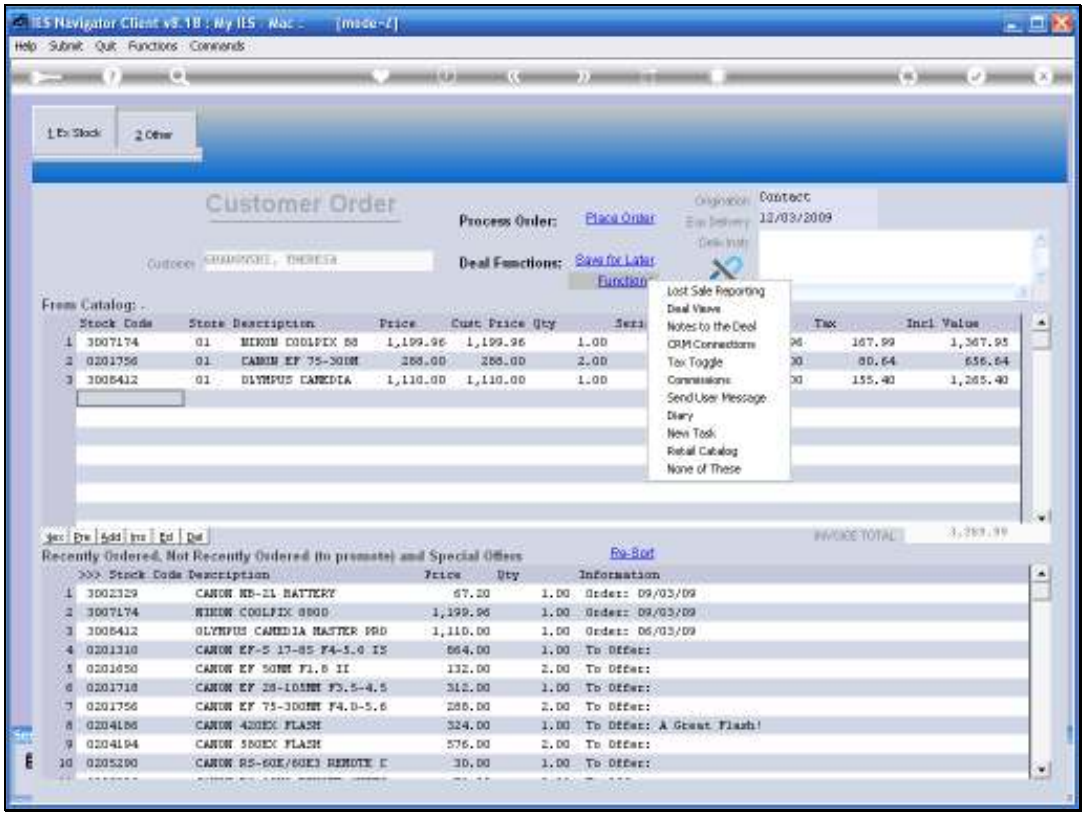


Slide 7
Slide notes:



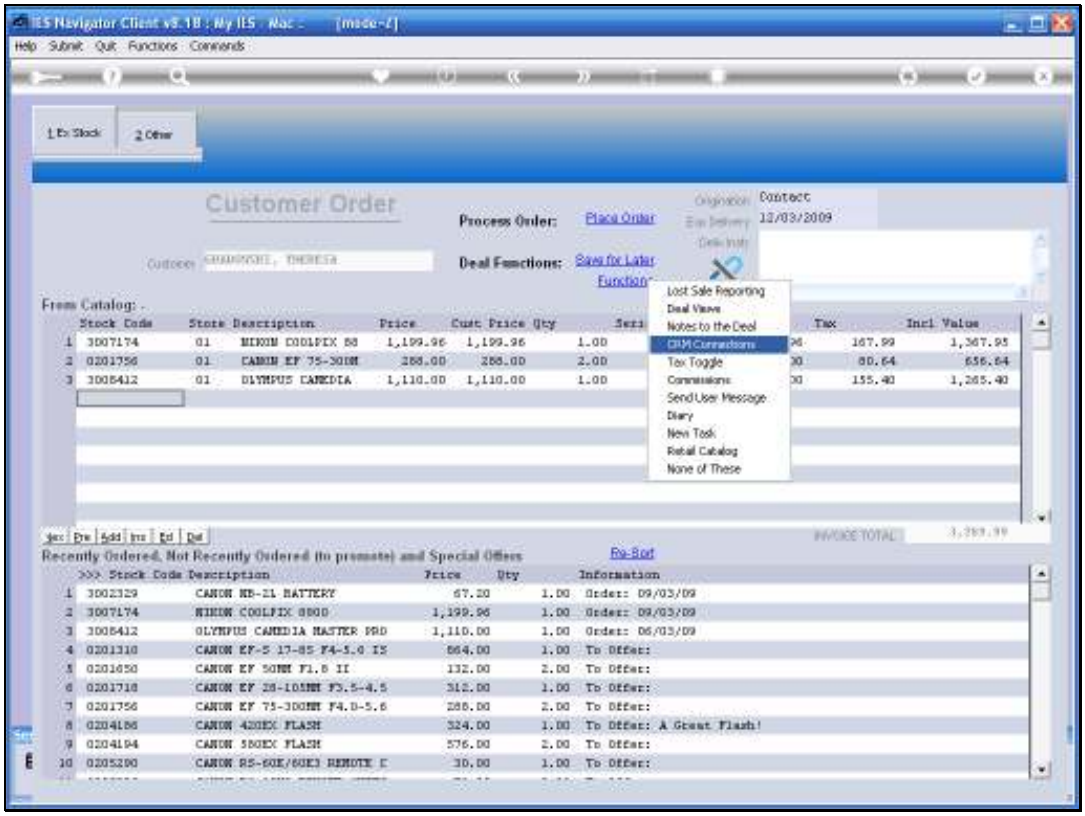
Slide 8

Slide notes:



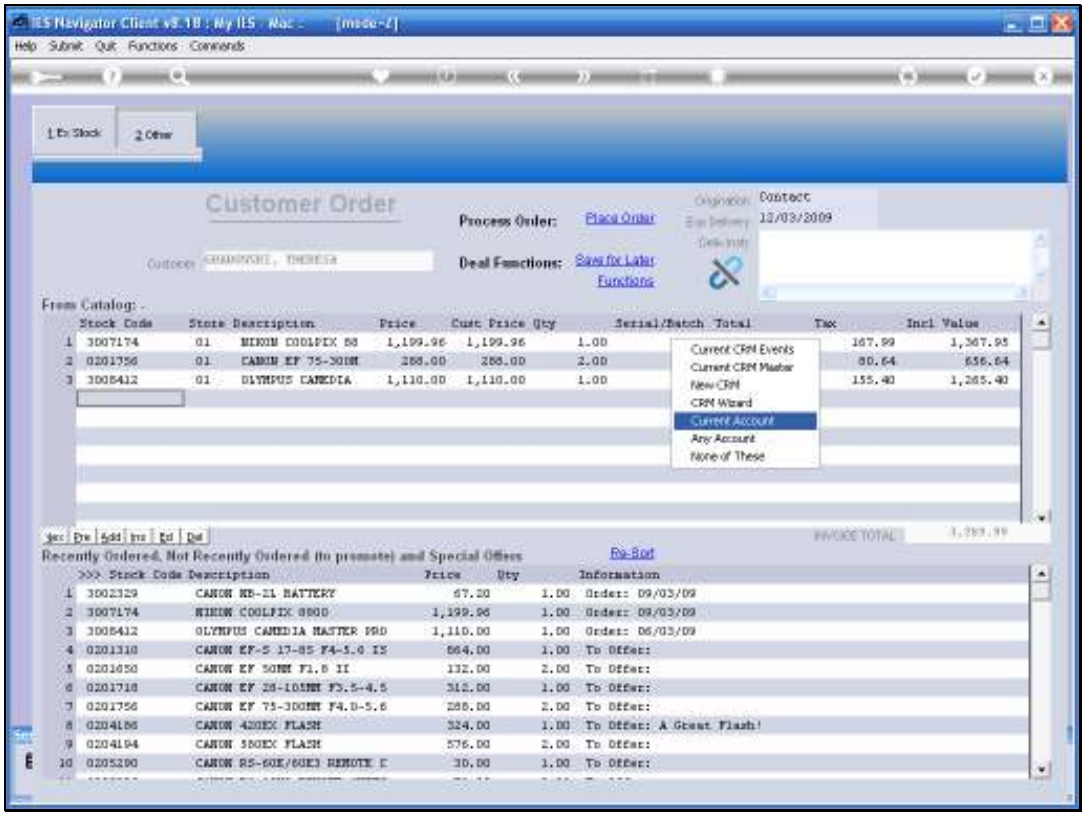
Slide 9

Slide notes:



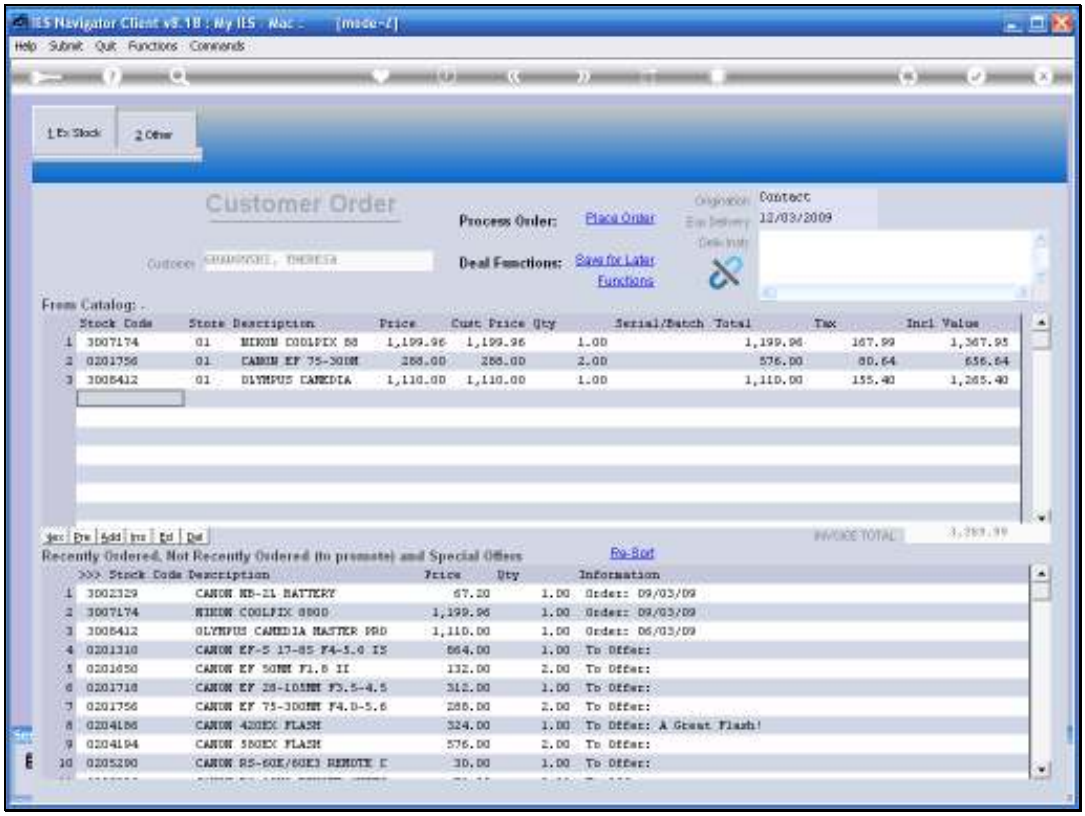
Slide 10

Slide notes:



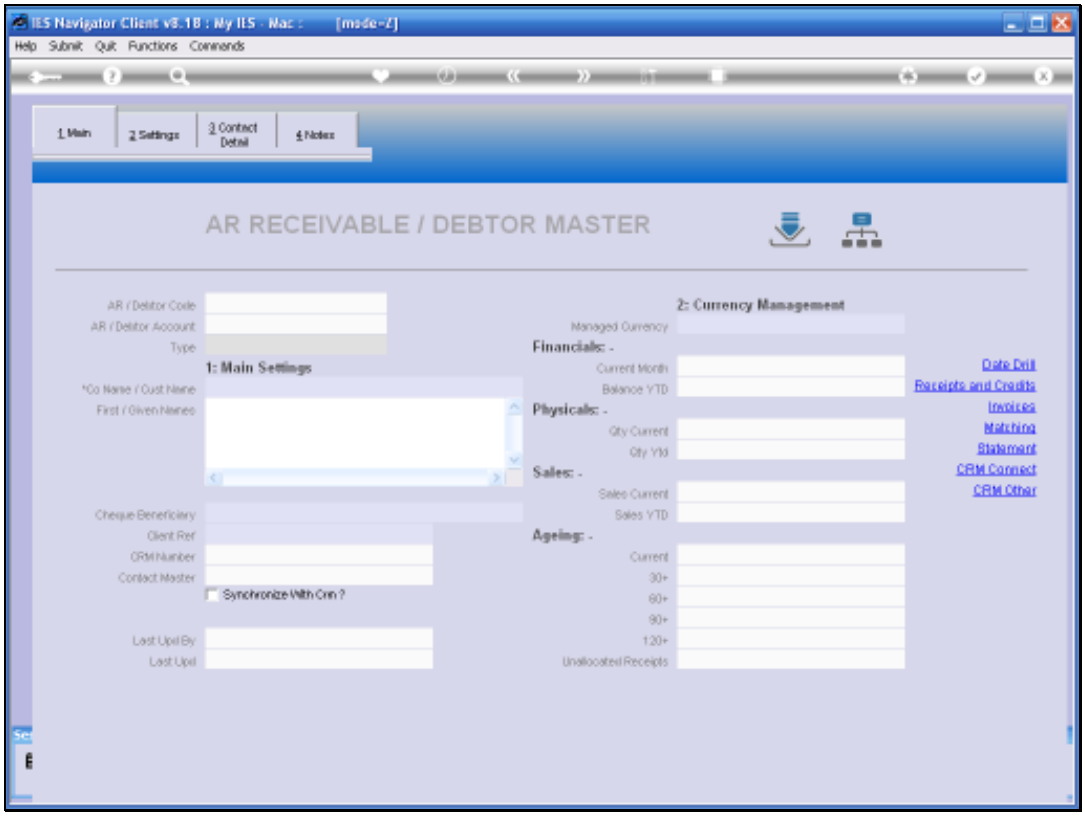
Slide 11

Slide notes: And next we look at the example of drilling into the Customer Debtor Account, if there is a linked Debtor Account and if we have access to it.

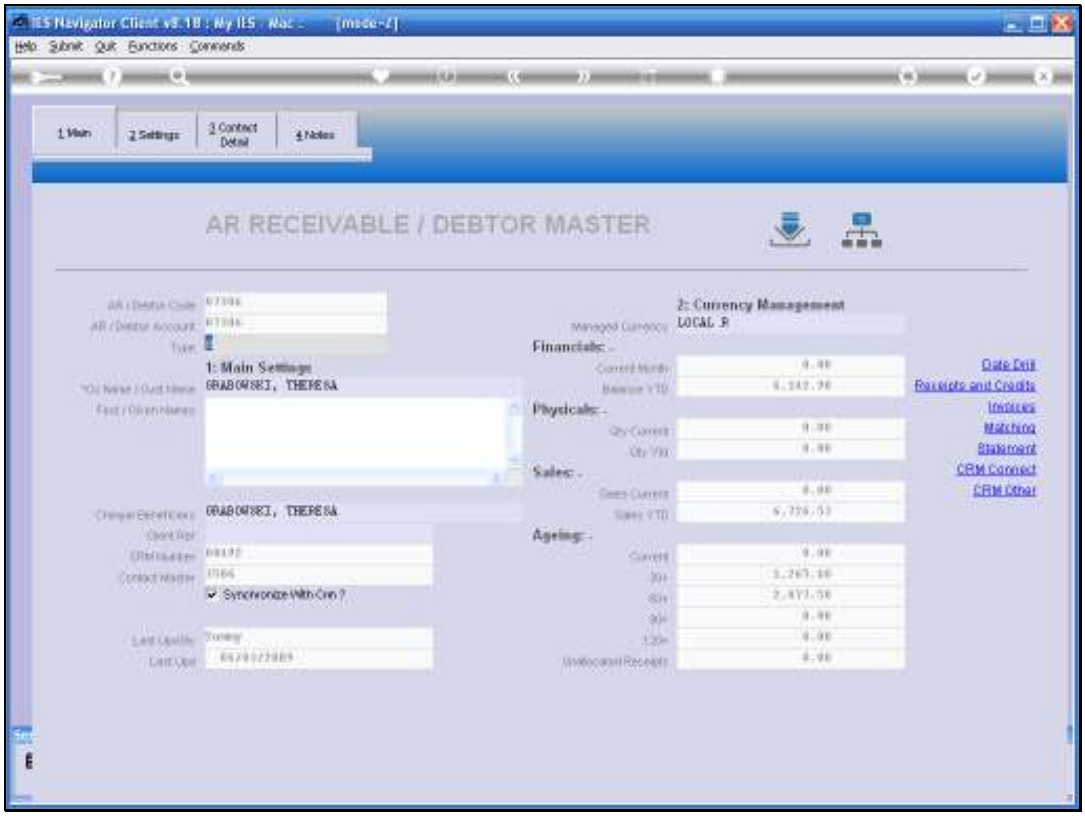


Slide 12

Slide notes:



Slide 13
Slide notes:



Slide 14

Slide notes: In this case, we can drill into the Customer Account and find the latest detail on the Account.