



## c360 Console for Microsoft Dynamics CRM 4.0

### Overview

The c360 Console allows Microsoft CRM users to design their CRM workspace in virtually any way they like. Console delivers **critical data** with **less clicks, fewer screens** and allows Microsoft CRM users to see the data that is relevant to them the way they want to see it. The Console allows users to combine CRM views, search cells, custom cells (iFrames), c360 products and CRM record data into a readily configurable interface. The Console also allows organizations to develop their own content cells that can be used to display integrated data from an external system. The c360 Console allows users to mix the following types of content:

- Microsoft CRM Advanced Find queries/views
- c360 Products, if in use by the organization
  - o c360 Summary, My Summary and Quick Activity
  - o c360 Relationship Explorer
- CRM record details (CRM records; tabs, sections and fields)
- Custom Content cells integrated with an external system
- Custom Search cells
- Associated entity lists (displays records linked to the actively selected CRM record)

The screenshot displays the Microsoft Dynamics CRM 4.0 interface with the c360 Console workspace. The console is divided into several sections:

- Search Cell:** Contains search fields for 'Quick Find' and 'Last Name', and buttons for 'Search All', 'Accounts', 'Contacts', and 'Leads'.
- Associated Entity List:** Displays a table of records for 'A Bike Store' with columns for Full Name, Job Title, Role, E-mail, and Business Phone.
- c360 Relationship Explorer:** Shows a tree view of relationships for 'A Bike Store', including 'Contact (4)', 'Opportunity (2)', and 'First name Last name - Created By'.
- Record Details:** Shows the details for 'A Bike Store', including Account Name, Account Number, Main Phone, and other fields.

*Each user can create multiple Consoles with multiple, resizable columns and configurable content cells that interact with each other.*

### Evaluation Copies



Free evaluation copies of Console can be obtained from c360 Solutions' web site. Evaluation copies come with a license key that provides unlimited usage with the Adventure Works Cycle sample installation of Microsoft CRM. 15 day trial production evaluation license files are also available on the c360 web site.

### **Pricing**

Console is available as a standard product in the c360 Core Productivity Pack. For details on the Core Productivity Pack visit <http://www.c360.com/ProductivityPack.aspx>. Pricing information is available at <http://www.c360.com/Pricing.aspx>.

### **Languages**

All c360 products are available in multiple languages and can be easily translated into additional languages by simply making changes to the label and caption values found in a separate .XML document. Each product's Installation and Configuration guide provides detail on making language modifications. All product downloads include language files for multiple languages.

### **Licensing**

The number of Console licenses must equal or exceed the number of assigned user licenses or Console will not function for any user. For example, a company that has purchased 25 Microsoft CRM licenses, but has only 11 of them assigned to users needs 11 Console licenses.

### **Support, Upgrades and Enhancements**

The list price of Console includes first year support, upgrades and enhancement per the c360 Solutions Software license agreement. After the first year, a support and enhancement plan can be purchased for 20% of the total cost of all Console licenses. Please refer to the next section titled Console upgrade for additional information.

### **c360 Partner Program**

Authorized Microsoft CRM partners may inquire about the c360 partner program by visiting <http://www.c360.com/PartnerProgram.aspx>.

### **Information**

For more information on Console, contact c360 Solutions at:

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