



c360 Solutions Multi-Field Search for Microsoft Dynamics CRM 4.0

Overview

c360 Solutions Multi-Field Search is a Microsoft CRM enhancement that provides Microsoft CRM users with a quick search screen that is fully configurable for each CRM user. Multi-Field Search lets you search **across multiple entities** and **across multiple fields** simultaneously with a single click. The 'Search All' function can be configured per user to search across any number of CRM entities (standard and custom) while leveraging CRM's 'Quick Find' view fields to search across multiple fields.

The screenshot displays the Microsoft Dynamics CRM interface with the Multi-Field Search tool active. The search results are as follows:

Name
Abacus Enterprises
Friend/Ally, Canada, http://www.abacuserprise.com, Rob Robbins, 10/17/2005, 3:42 PM
Abacus Settlements LLC
Chalkiel, Jean-Jacques, NY, Customer - Active Product, 10, US-East-North (Lisa), NY, USA, http://www.abacussettlements.com, Lisa Patrick, 10/17/2005, 3:45 PM
ABC Int.
Scott, Tony, Tornoto, Suspect, 5, Canada-East (Lisa), Ontario, Canada, http://www.abc.com, Lisa Patrick, 10/17/2005, 3:45 PM
ABC Labs
Winkler, Dave, Columbia, Customer - Active Product, 12, US-Central-South (Jean), 7200 E. ABC Ln, MO, 65202, USA, http://www.abclabs.com, Jean O'Neill, 10/17/2005, 3:47 PM
Aberdeen Group
Fletcher, Christopher, Boston, Undefined, US-East-North (Lisa), 260 Franklin Street, MA, 02110, USA, http://www.aberdeen.com, John Gravely, 10/17/2005, 3:22 PM
ABI Business Solutions
Guerrero, Ed, San Antonio, Reseller - Tier 2, 25, US-Central-South (Jean), Wachovia Tower, 7550 IH-10 West, TX, 78229, USA, http://www.abizcorp.com, Jean O'Neill, 10/17/2005, 3:46 PM
ABN AMRO Asset Management NV
Jongsma, Edwin, Amsterdam, Customer - Active Product, 160, EMEA (Lisa), Netherlands, Lisa Patrick, 10/17/2005, 3:47 PM
Abovo Marketing Group
Neumeier, J. Michael, Atlanta, Undefined, US-East-South (Rob), 100 Ashford Center North Suite 300, GA, 30338, United States, http://www.abovomarketing.com, Rob Robbins, 10/17/2005, 3:42 PM
Abrams Industries, Inc.
Abrams, Andy, Atlanta, Undefined, US-East-South (Rob), GA, Rob Robbins, 10/17/2005, 3:41 PM
Absolute Software
Horvath, Joe, Vancouver, Customer - Active Product, 66, Canada-West (Julie), 111 Dunsmuir Street, BC, V6B 6A3, Canada, http://www.absolute.com, Julie Crooks, 10/17/2005, 3:46 PM
Bouwfonds
Jongsma, Edwin, Customer - Active Product, 340, EMEA (Lisa), Netherlands, John Gravely, 10/17/2005, 3:25 PM

c360 Multi-Field Search allows CRM users to search across multiple entities and multiple fields with a single click



Multi-Field Search also includes the new **c360 CRM Desktop Search** that lets you search for CRM records using Windows Desktop Search. c360 CRM Desktop Search searches across the entire universe of CRM records right within the Windows Desktop Search deskbar and search results (from different entity types) are displayed together in a streaming fashion.

Step 1 :
Search on CRM records using Windows Desktop Search by prefixing your search criteria by CRM; so to search for 'Act' type 'CRM Act'

Step 2:
View search results as they are streamed in the c360 CRM Desktop Search screen

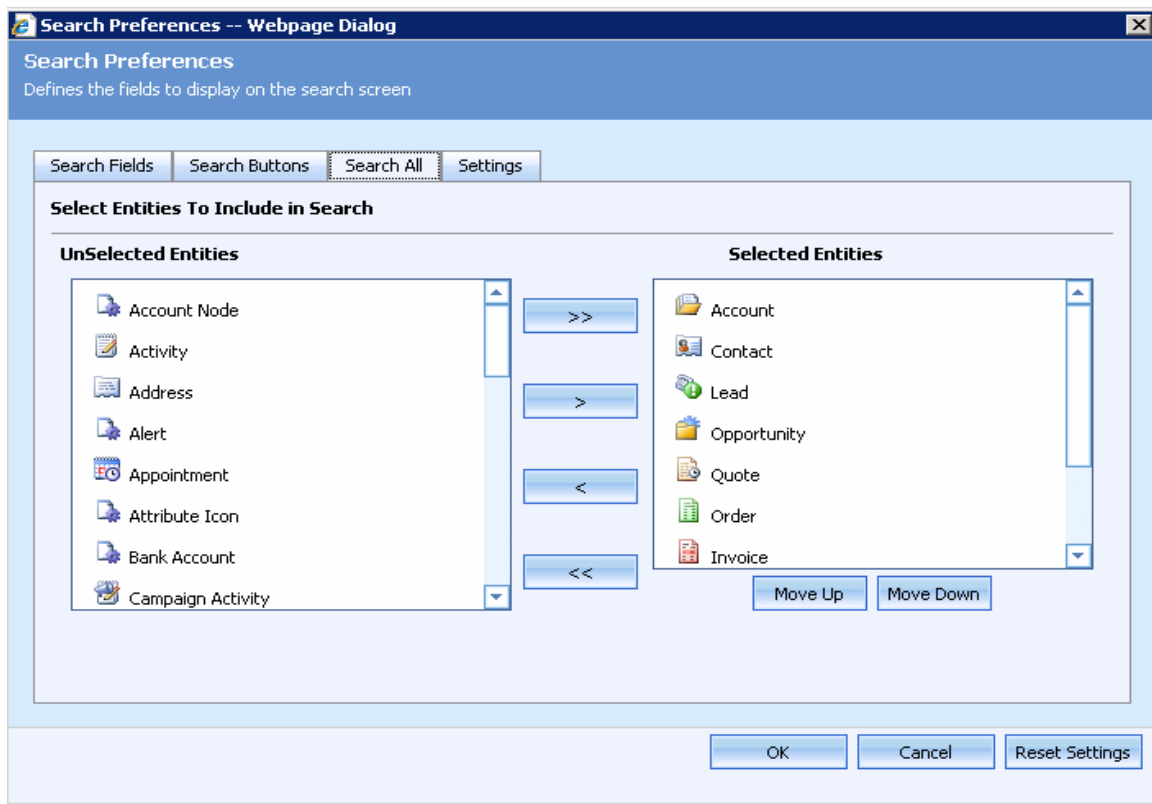
Account Name	c360 Relationship	# CRM Licenses	Reseller	Region	Address
1st Direct - First Direct Corp	Reseller - Tier 2	25	Ritter, Bob	US-East-North (Lisa)	2345 Route 52
1st Life Financial LLC	Customer - Acti...	20	Nguyen, Vinh	US-East-South (Rol)	7680 Universal
Centrica	Suspect	80	Buchanan, Bruce	Canada-East (Lisa)	2225 Sheppard
		8	Pinckard, Michael	US-Central-South (6300 Nail

C360 CRM Desktop Search lets you search for CRM records right within Windows Desktop Search

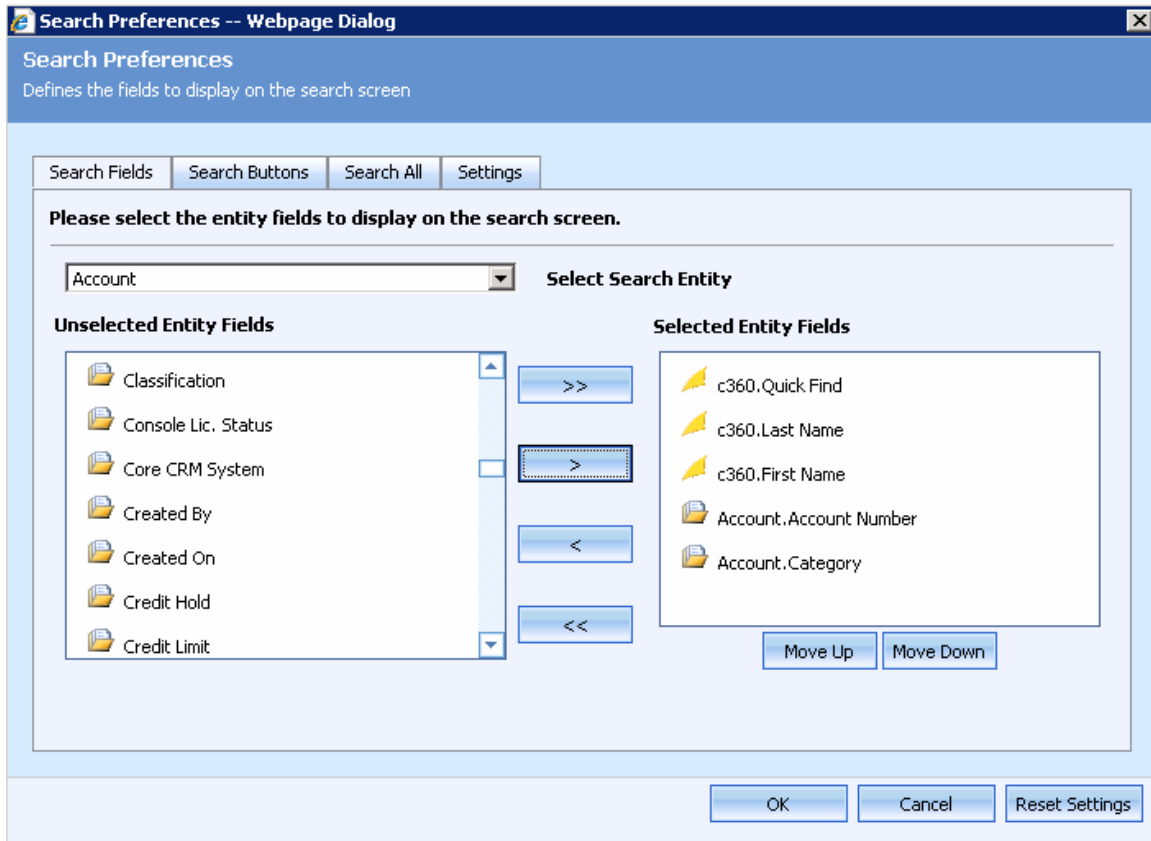


Multi-Field Search is ideal for Sales and Service users who frequently search for CRM records. c360 Multi-Field Search allows Microsoft CRM users to:

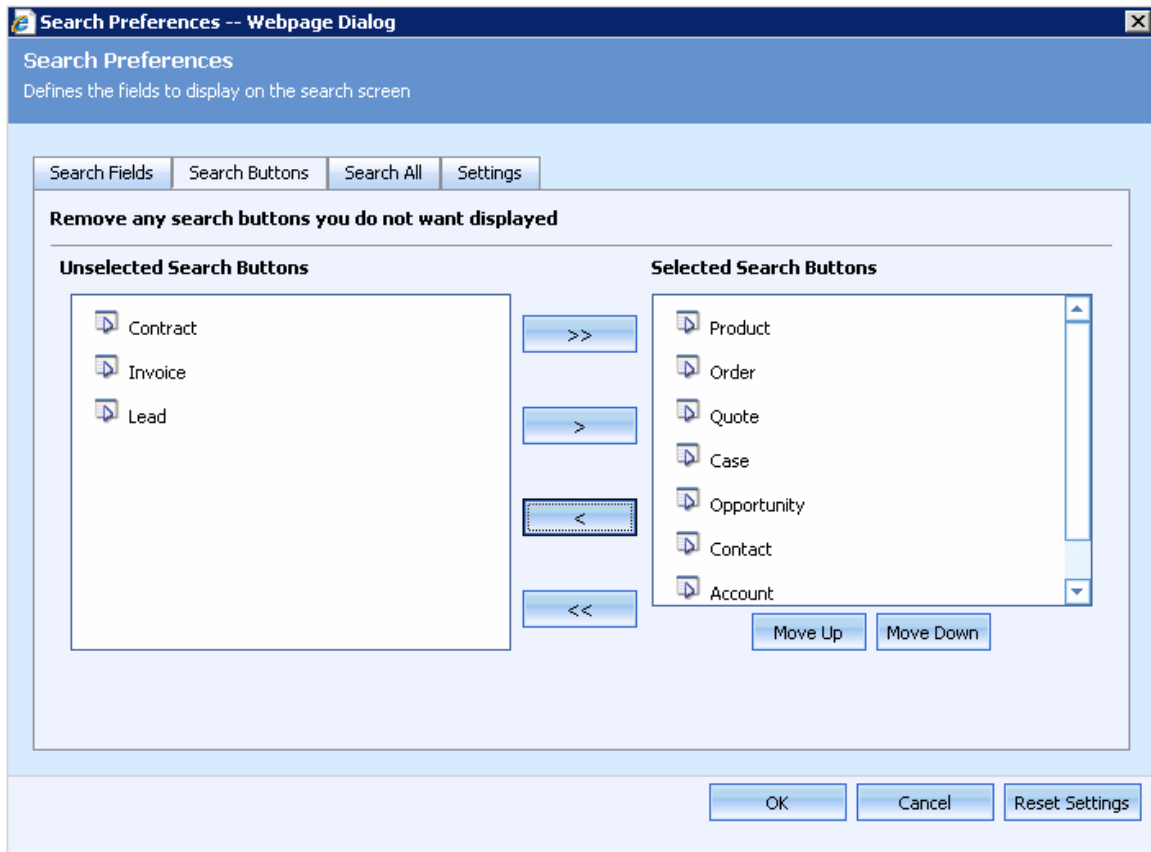
- Search across **multiple entities** (Accounts, Contacts etc) and **multiple fields** (name, city, description etc) simultaneously with a single click.
- Display search results along with preview data from **different entity types** in the same grid
- Configure per user the entities (standard and custom) that will be searched using 'Search All' while leveraging CRM's 'Quick Find' view fields to search across multiple fields
- Quickly **filter the search results** to display/hide entity types in the search results
- 'Search All' search results are displayed in a **streaming fashion** so results are displayed as they are found
- Configure quick search screens by user with the fields they most frequently search
- Take advantage of CRM's 'Quick Find' view to search across multiple fields simultaneously
- Select fields from among CRM's standard and custom-configured fields
- Select which search buttons appear and, thus, which CRM record types to search
- Take actions against search results such as merging records, sending email, etc.
- Work from a single screen to access multiple CRM record types



Users can select which entities should be searched when using 'Search All' functionality



Users can configure the fields they search most frequently. This configuration can be changed easily at any time



Users can specify which search buttons to include on the search screen.

Evaluation Copies

Free evaluation copies of c360 Multi-Field Search 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

Multi-Field Search 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 Core Productivity Pack licenses must equal or exceed the number of assigned user licenses or Core Productivity Pack 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 Core Productivity Pack licenses.



Support, Upgrades and Enhancements

The list price of Core Productivity Pack 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 Core Productivity Pack licenses.

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 c360 Multi-Field Search and the Core Productivity Pack, contact c360 Solutions at:

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