

# Microsoft Outlook Business Contact Manager

## Account and Business Contact Management

### *Course Description*

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Increase your sales and manage your accounts using Outlook's Business Contact Manager which is included in most business versions of Microsoft Office. Business Contact Manager can organize and track communication with your Accounts, Contacts, Opportunities and Marketing Campaigns with ease. Learn how to share your Business Contact Manager data with others in your office and how to create remote versions that can travel on your laptop with you and then synchronize when you are back at the office. Learn how to create and customize a host of reports on your sales program.

**Course Fee: \$249 + HST**

**Course Duration: 6 hrs**

\* Prerequisite – Completion of Outlook Comprehensive or equivalent knowledge

### *Basic Skills Checklist*

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The following list summarizes skills that students will be comfortable with after this course.

- Work with the screen, Screen Tips, Ribbon, and the Quick Access toolbar;
- Create Accounts
- Create Business Contacts within Accounts
- Create Opportunities and link them
- Link your email, appointments, files and notes to the account, contact, and/or the opportunity
- Share the database between multiple users
- Create a remote copy of database to be used on a laptop when out of the office
- Applying and customizing Reports
- Customizing Lists
- Creating Items for quotes

*All our courses are backed by our guarantee. We provide authorized Microsoft manuals for every course, Microsoft approved practice exercises, free backup and support and free refreshers for a period of 2 years from the date of the course.*

*We only use Microsoft qualified and approved instructors for our courses.*



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