



c360 My Workplace for Microsoft Dynamics CRM 3.0

Overview

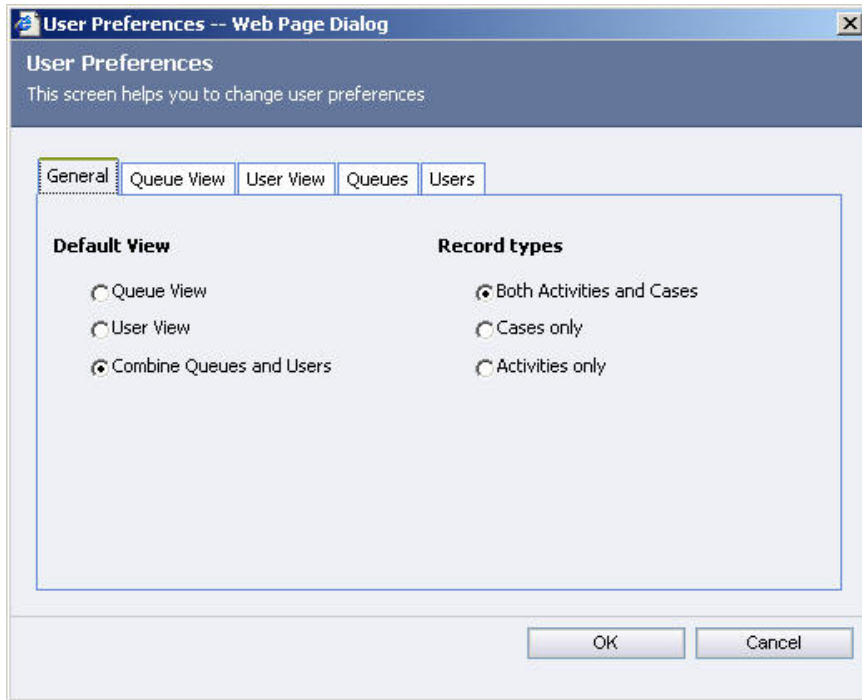
c360 Solutions My Workplace is a Microsoft CRM enhancement that provides Microsoft CRM users with an improved CRM workplace screen which allows users to:

- Personally select which columns (activity and/or case fields) they would like to see in the Queue grid and configure default sort order
- Specify a default start up view, selecting between user queues, organizational queues or a combined view
- View items in other user's queues (where security permissions allow)
- Immediately see a count of items in each queue without clicking on the queue
- Toggle between user and queue view with a single click
- Combine both user queues and organizational queues to display together in the same view

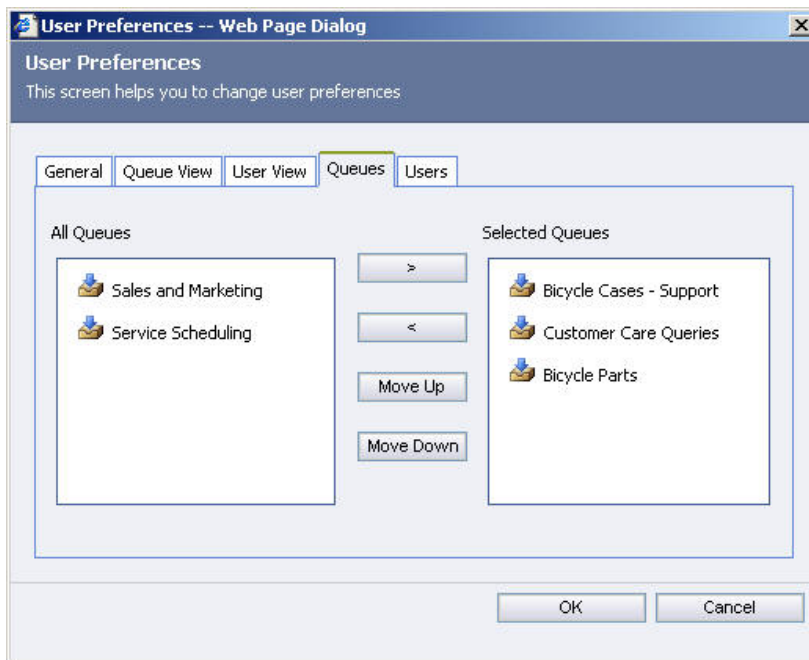
The screenshot displays the Microsoft CRM 3.0 My Workplace interface. The left sidebar contains navigation options for My Work, Customers, Sales, Marketing, and Service. The main area shows a list of tasks and queues, with columns for Title/Subject, Created On, Type, and Customer/Regarding. The tasks are organized into queues for different users, including Gail Erickson, Alan Jackson, and Ben Burton. The interface also includes a 'Personalize Workplace...' option and a 'Workplace' button in the bottom left.

Title/Subject	Created On	Type	Customer/Regarding
Help needed with my bikes	02/21/2006, 6:11 PM	Case	Adrian Dumitrascu
Special pedals for AWC shoes?	11/16/2005, 12:49 AM	E-mail	Special pedals for AWC sho...
Leading Bike Distributors - touring bike model 30...	11/16/2005, 12:49 AM	E-mail	Touring Bike Quote
Chain lubrication article	11/16/2005, 12:49 AM	Task	
Repair gear system	11/16/2005, 12:48 AM	Service Activity	Gear system not working pr...
Faulty Brake Lever	11/16/2005, 12:48 AM	Case	Eleventh Bike Store
Evaluation plan underway	11/16/2005, 12:46 AM	Task	Very likely will order 73 Roa...
Pre-proposal review conducted	11/16/2005, 12:46 AM	Task	Very likely will order 73 Roa...
Asked for business	11/16/2005, 12:46 AM	Task	Very likely will order 73 Roa...
Proposal Issue, Decision Due	11/16/2005, 12:46 AM	Task	Very likely will order 73 Roa...
Verbal approval received	11/16/2005, 12:46 AM	Task	Very likely will order 73 Roa...
Sponsor agrees to explore	11/16/2005, 12:46 AM	Task	Will order socks, jerseys an...
Access to power negotiated	11/16/2005, 12:46 AM	Task	Will order socks, jerseys an...
Agree to above in Sponsor letter	11/16/2005, 12:46 AM	Task	Will order socks, jerseys an...
Pain admitted by sponsor	11/16/2005, 12:46 AM	Task	Very likely will order 73 Roa...
Sponsor has a buying vision	11/16/2005, 12:46 AM	Task	Very likely will order 73 Roa...
Sponsor agrees to explore	11/16/2005, 12:46 AM	Task	Very likely will order 73 Roa...
Access to power negotiated	11/16/2005, 12:46 AM	Task	Very likely will order 73 Roa...
Agree to above in Sponsor letter	11/16/2005, 12:46 AM	Task	Very likely will order 73 Roa...
Pain admitted by sponsor	11/16/2005, 12:46 AM	Task	Will order socks, jerseys an...
Sponsor has a buying vision	11/16/2005, 12:46 AM	Task	Will order socks, jerseys an...
Contract negotiation in process	11/16/2005, 12:46 AM	Task	Interested in Mountain Bike...
Access to Power Sponsor	11/16/2005, 12:46 AM	Task	May expand from BMX into ...
Pain admitted by Power Sponsor	11/16/2005, 12:46 AM	Task	May expand from BMX into ...
Power Sponsor has a buying vision	11/16/2005, 12:46 AM	Task	May expand from BMX into ...
Power Sponsor agrees to explore	11/16/2005, 12:46 AM	Task	May expand from BMX into ...
Evaluation Plan proposed	11/16/2005, 12:46 AM	Task	May expand from BMX into ...

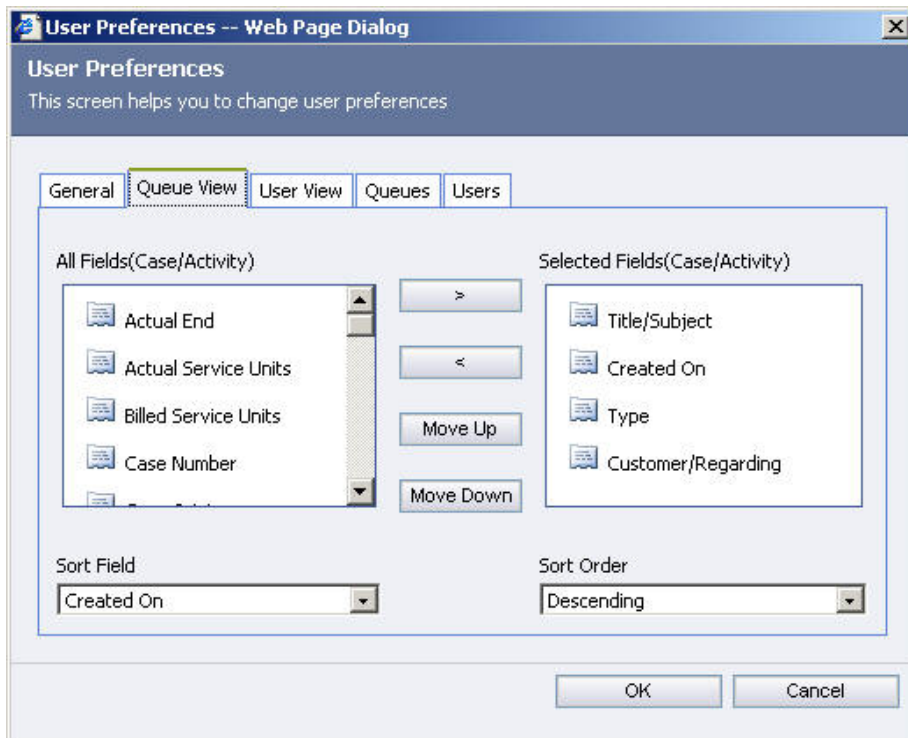
My Workplace allows users to personally customize their workplace and select which queues and columns to view by default



Users can set their default start up mode indicating whether to display both queues and users and whether to display cases, activities or both



Users can select which queues and user queues they want to see by default



Users can select which columns to display by default and specify a sort order

Evaluation Copies

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

Pricing

My Workplace is available as a standard product in the c360 Service Productivity Pack. For details on the Service 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 My Workplace licenses must equal or exceed the number of assigned user licenses or My Workplace 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 My Workplace licenses.



Support, Upgrades and Enhancements

The list price of My Workplace 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 My Workplace licenses. Please refer to the next section titled Dashboard 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 My Workplace, contact c360 Solutions at:

c360 Solutions Incorporated
One Dunwoody Park, Suite 130
Atlanta, GA 30338
(888) 929-3670
<http://www.c360.com>
Products@c360.com