



## CRM Setup

Megan De Freitas - 2024-11-22 - CRM

### Overview

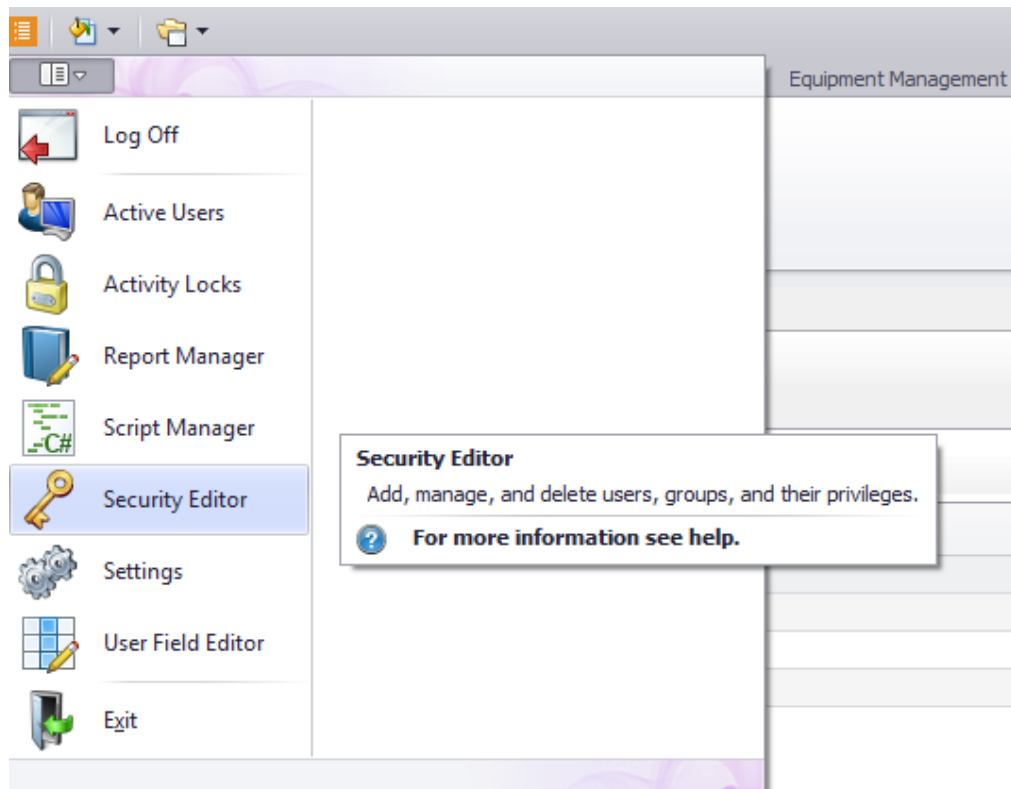
The CRM Module allows you to create and maintain a variety of different business objects. One of components to this module is CRM Setup.

### Requirements

- Latest Version of SalesPad
- Microsoft Dynamics GP
- For more specific requirements see [System Requirements for GP](#)

### Security

1. Open SalesPad GP
2. Go into the Security Editor



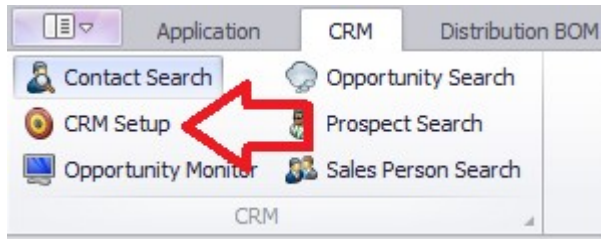
3. Search \*CRM

Security	
<input checked="" type="checkbox"/> Select All   <input type="checkbox"/> Select None	
Access	Name
<input type="checkbox"/>	*CRM
<input checked="" type="checkbox"/>	Vendor CRM*
<input checked="" type="checkbox"/>	Customer CRM*
<input checked="" type="checkbox"/>	CRM Setup Prospect Source
<input checked="" type="checkbox"/>	CRM Setup Prospect Class
<input checked="" type="checkbox"/>	CRM Setup Opportunity Status
<input checked="" type="checkbox"/>	CRM Setup
<input checked="" type="checkbox"/>	CRM Note Entry*
<input checked="" type="checkbox"/>	CRM Event Entry*
<input checked="" type="checkbox"/>	CRM Contact User Fields*
<input checked="" type="checkbox"/>	CRM Contact Properties
<input checked="" type="checkbox"/>	CRM Contact Card*

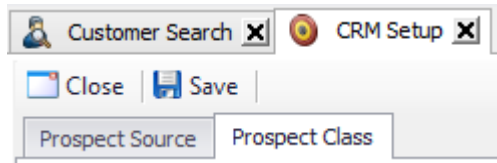
4. Check all of the unchecked boxes relating to CRM

### CRM Setup

To access the CRM setup, click on the CRM ribbon and then click **CRM Setup**.



This will open the following tab:



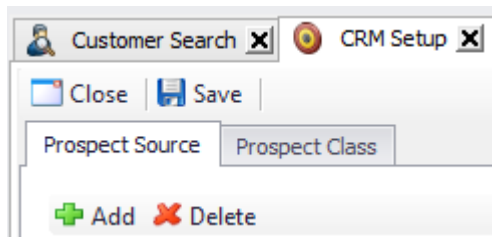
### Prospect Source

Once in the CRM Setup, you can access a variety of different business objects such as Prospect Source, Prospect Class, and Opportunity Status. Prospect source allows users to setup new prospect sources from the setup screen.

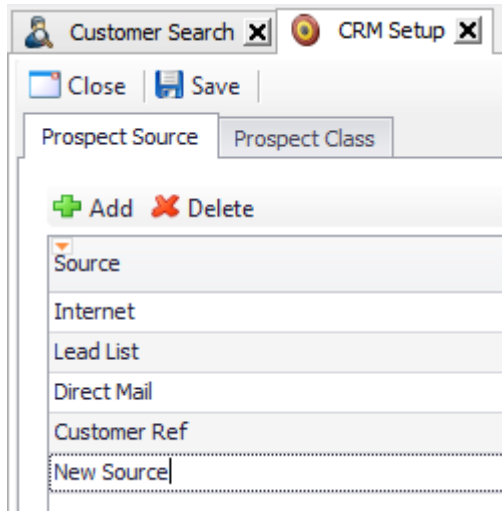
1. Once in CRM Setup, click on Prospect Source to access Sources. The following screen will appear:

Source	Description	Created By	Created On	Updated By	Updated On
Internet		convergence	2/24/2014	convergence	2/24/2014
Lead List		convergence	2/24/2014	convergence	2/24/2014
Direct Mail		convergence	2/24/2014	convergence	2/24/2014
Customer ref		convergence	2/24/2014	convergence	2/24/2014

2. Click **Add** or **Delete** to make changes to the Source



Clicking **Add** will bring a blank row on the screen. You can enter your data here.



3. To delete sources, click **Delete**.

#### Prospect Source Terms

*Source* - Shows where the source of the prospect is coming from.

*Description* - Text about the source.

*Created By* - Shows who made the source.

*Created On* - Shows when the source was made. *Updated By* - Shows who recently updated the source. *Updated On* - Shows when the source was updated.

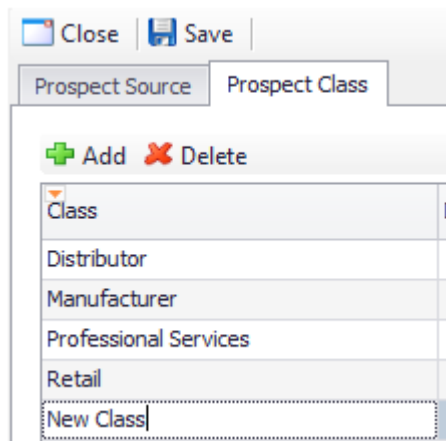
#### Prospect Class

Prospect class allows users to setup new prospect classes from the setup screen.

1. Once in the CRM Setup, click Prospect Class to access Prospect Class. The following screen will appear:

Class	Description	Created By	Created On	Updated By	Updated On
Distributor		convergence	2/24/2014	convergence	2/24/2014
Manufacturer		convergence	2/24/2014	convergence	2/24/2014
Professional Services		convergence	2/24/2014	convergence	2/24/2014
Retail		convergence	2/24/2014	convergence	2/24/2014

2. Click **Add** or **Delete** to make changes to different prospect classes. Once you click **Add** the following screen will appear:



3. To delete new classes, hit **Delete**

### Prospect Class Terms

*Class* - Houses the criteria for different classes.

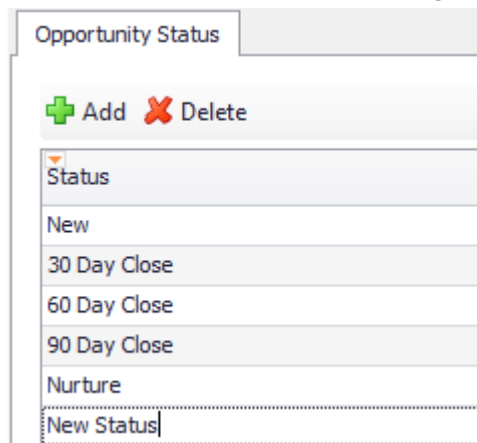
### Opportunity Status

Allows users to setup new opportunity statuses from the setup screen.

1. Once in the CRM Setup screen, scroll down to “Opportunity Status” to access Opportunity Status. The following screen will appear:

Status	Description	Created By	Created On	Updated By	Updated On
New		convergence	2/24/2014	convergence	2/24/2014
30 Day Close		convergence	2/24/2014	convergence	2/24/2014
60 Day Close		convergence	2/24/2014	convergence	2/24/2014
90 Day Close		convergence	2/24/2014	convergence	2/24/2014
Nurture		convergence	2/24/2014	convergence	2/24/2014

2. Click **Add** and **Delete** to make changes to different opportunities



3. To delete new statuses, hit **Delete**

### Opportunity Status Terms

*Status* - Tracks the status of different opportunities