



DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

Report on “Alumni Talk Program”

1. Type of Event: *Alumni Talk Program*
2. Title of the event: “CRM Introduction and Overview of Microsoft Dynamics 365 (05/06/2021)”
3. Resource Person: **Mr.CHAITHANYA.P**
HITACHI SOLUTIONS
- 4.Event Duration: 1 hour
- 5.Venue: Virtual Mode MS Teams.
- 6.Target Participants: CSE Students
- 7.Topics covered:

CRM Introduction and Overview of Microsoft Dynamics 365

- 📌 Discover Dynamics 365 applications.
- 📌 Recognize business value in Dynamics 365 applications and how they support digital transformation.
- 📌 Understand the role of artificial intelligence and mixed reality in Dynamics.
- 📌 Improve project management
- 📌 Improve operational efficiency