

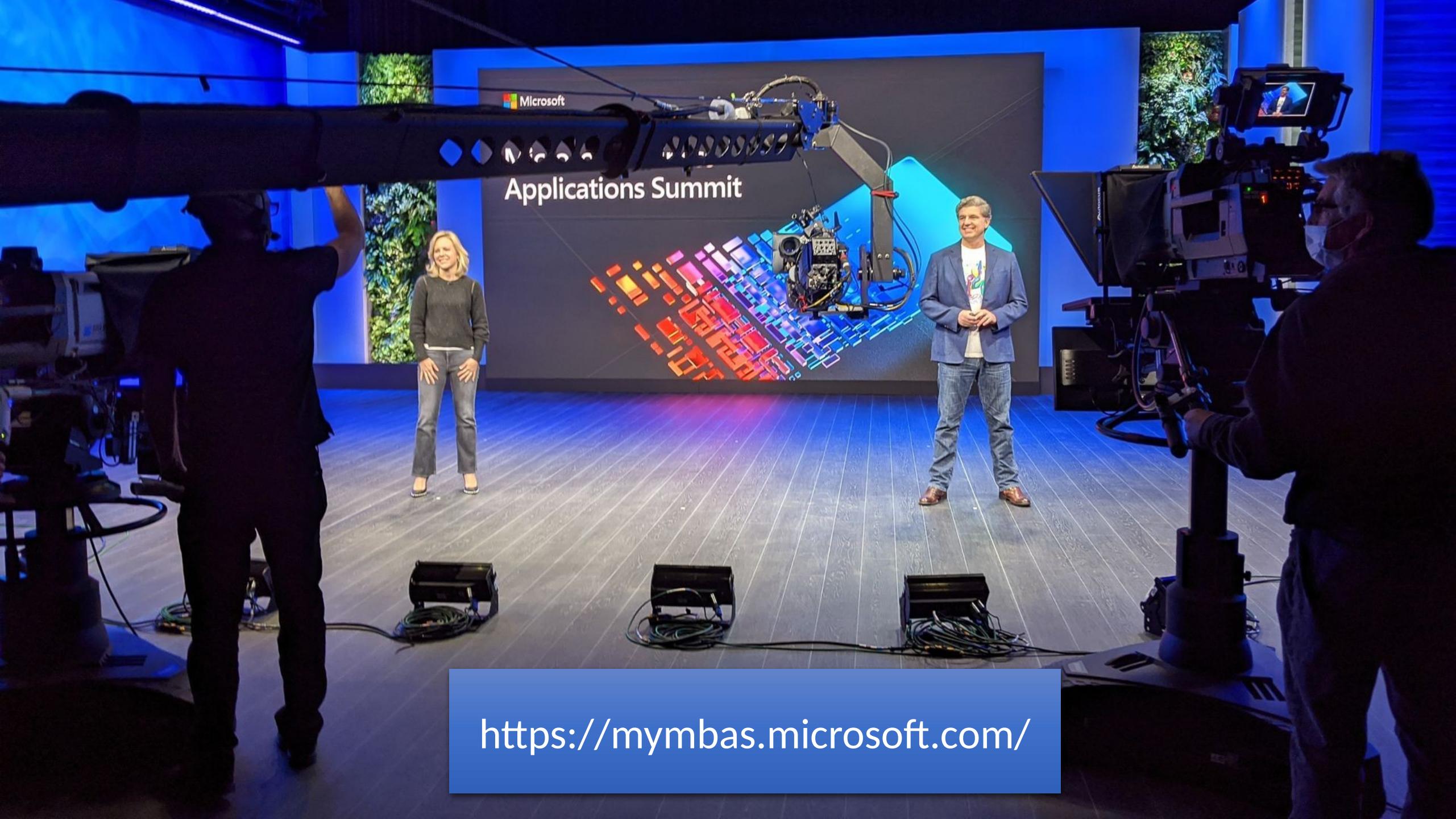


**Finland Dynamics
User Group**

Online-tapaaminen to 14.5. klo 15–16

A wide-angle photograph of the New York City skyline at sunset, viewed across a body of water. The sky is filled with warm, orange and pink hues. The city's iconic skyscrapers, including the Empire State Building and the Chrysler Building, are silhouetted against the bright sky. The water in the foreground reflects the colors of the sunset.

**Microsoft Business Applications
Summit 2020: parhaat palat**



<https://mymbas.microsoft.com/>

Refine results



Start time

Session type

Topic

Power Platform

34

Dynamics 365

34

Industry

4

ISV

1

Responding to COVID-19

2

Products

Power BI

24

Power Apps

23

Power Automate

21

Power Virtual Agents

10

Data Integration

2

Dynamics 365 Finance

6

Common Data Service

9

Dynamics 365 Customer Service

6

Dynamics 365 Fraud Protection

4

Dynamics 365 Commerce

3

Dynamics 365 Customer Insights

3

Dynamics 365 Field Service

3

Dynamics 365 Guides

3

Dynamics 365 Remote Assist

3

Excel

3

All days

Wed 6

Thu 7

Search sessions



Refine results

77 sessions

Chronological



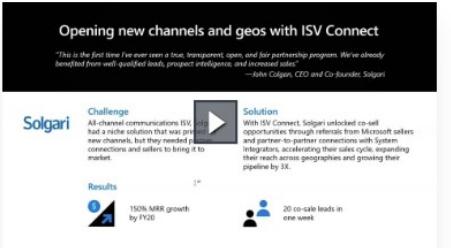
On demand sessions



KEY01

Hear from James Phillips and Alysa Taylor

Wednesday, May 6, 6:00 PM - 7:00 PM EEST

[James Phillips, Microsoft](#)[Alysa Taylor, Microsoft](#)

LIV01

ISV Connect: Making the most of your Microsoft partnership

Wednesday, May 6, 7:15 PM - 7:45 PM EEST

[Toby Bowers, Microsoft](#)[Steve Guggenheim, Microsoft Corporation](#)[Casey McGee, Microsoft](#)[+ Add to schedule](#)

LIV02

Empower your organization with the Microsoft Power Platform

Wednesday, May 6, 7:15 PM - 7:45 PM EEST

[Charles Lamanna, Microsoft](#)[Arun Ulagaratchagan, Microsoft](#)[Remove](#)

E2E story example: Insurance journey recap



LIV03

Industry panel: How business applications offerings align to drive impact for...

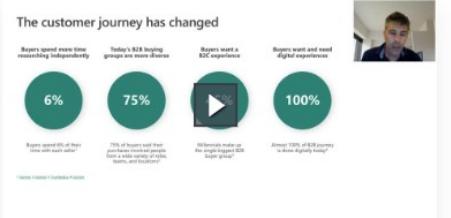
Wednesday, May 6, 7:15 PM - 7:45 PM EEST

[Lorraine Bardeen, Microsoft](#)[Kim Mathisen, Microsoft](#)[Sara Nagy, Microsoft](#)[+ Add to schedule](#)

LIV04

Business Central: Deliver a connected SMB Business

Wednesday, May 6, 7:15 PM - 7:45 PM EEST

[Mike Ehrenberg, Microsoft](#)

LIV05

Dynamics 365 Sales: Building relationships in today's environment with Dynamics...

Wednesday, May 6, 7:15 PM - 7:45 PM EEST

[Amit Sivan, Microsoft Corporation](#)

LIV06

Staying productive while working apart

Wednesday, May 6, 7:15 PM - 7:45 PM EEST

[Pete Daderko, Microsoft](#)

LIV07

Empower subject matter experts to drive engagement in your business using Power...

Wednesday, May 6, 8:00 PM - 8:30 PM EEST

[Omar Aftab, Microsoft](#)

MBASin parhaita paloja

- Keynote demo: IKEA
- Power Platform / Jukka Niiranen
- Teams / Markku Suominen
- “Model-driven apps in Dynamics 365” (a.k.a CE) / Antti Pajunen
- Finance & Operations / Teemu Miettinen

@jukkan



@markkusuominen



@teemupmiettinen



@anttipajunen





APP BUILDER

Capgemini

COMPANY

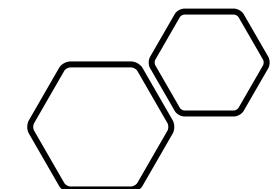


COMPANY SIZE

211k+ EMPLOYEES

INDUSTRY

RETAIL



Customer story: IKEA

<https://powerapps.microsoft.com/en-us/blog/ikea-sweden/>



- Suite of model-driven apps that leverage Dynamics 365 Customer Engagement modules
- Used to manage in-store kitchen sales appointments, B2B sales pipeline and bookings made via customer support

Kitchen sales apps



- Automatically update status fields and automatically calculate and set the meeting time



Supporting flows



- Kitchen App leverages Dynamics 365 Field Service
- B2B Sales App leverages Dynamics 365 Sales



Dynamics 365 Customer Engagement



IKEA.se website
Scheduling capabilities via website, integrates with CDS via SDK



Common Data Service

Used to store all structured data



Existing IKEA Tools

Existing tools for creating designs and ordering parts (ISell). Data



Azure Functions

Connect to SMS delivery systems, perform business logic to optimize performance



Azure Blob Storage

Supplemental customer information data stored with secure access



▼ Your room layout

- Room Shape and Size
- Add doors
- Add windows
- Choose flooring
- Walls & Ceiling
- Add Fixtures
- Additional Structures
- Add Decorations

› Kitchen & Appliances

> Dining tables & chairs

> Office

› Kitchen - Change All at once



There are no items of this kind

Power Virtual Agent

Base cabinet 15 inch

>Main

It looks like you are designing your kitchen. Would you like to schedule an appointment with one of our kitchen experts, either in-store or online?

Yes  Just now

Sure. Happy to help. Can you provide me your email?

charles@litware.com
Just now

IKEA Seattle
Just now

Tomorrow 

Just now

Here are the current available appointment times we have for Tomorrow.

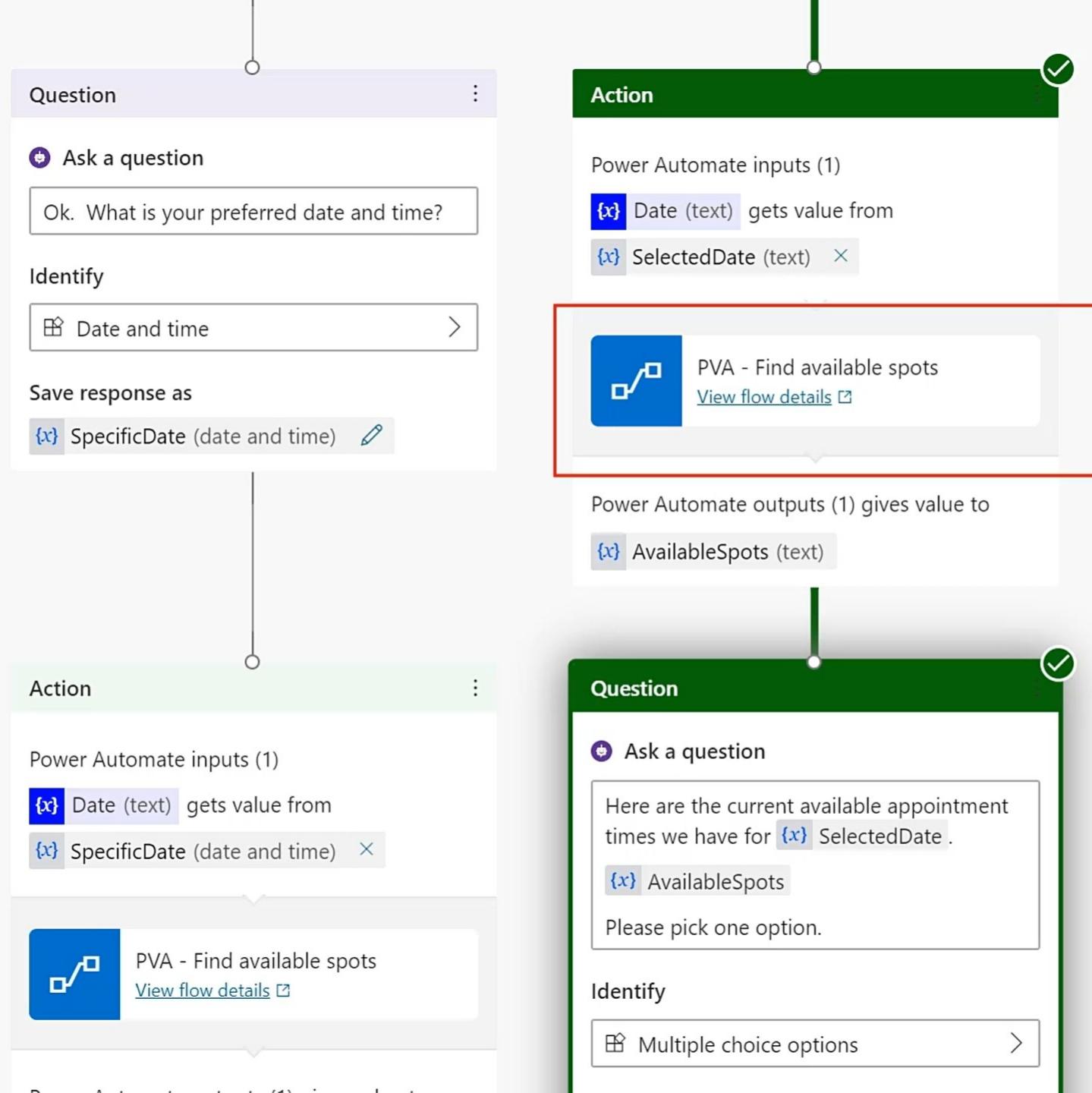
Option A: 09:30 AM - 10:30 AM

Option B: 10:30 AM - 11:30 AM

Option C: 11:30 AM - 12:30 PM

Option D: 12:30 PM - 01:30 PM
Please pick one option.

Virtual Agent – How can I help you?



Home Recent Pinned Sales Customers Kitchen Projects My work Activities My Schedule Bookings/Availability Reports Dashboards

Save Save & Close New Deactivate Delete Refresh Process Assign Share Email a Link Flow Word Templates Run Report

Avslutad Booking Status Owner

Bookable Resource Booking

General Related

Name: [REDACTED]

Start/End Meeting

Start	End
Actual start time: 2019-11-08 18:17	
Actual end time: 2019-11-08 20:04	
Actual duration: 107 minutes	

Start Time: 2019-11-08 18:15

End Time: 2019-11-08 19:55

Duration: 107 minutes

Resource: Home

Contact: Recent

Opportunity: Pinned

Prefix based on booking

Mobile Phone

Customer

My work

Activities

My Schedule

Bookings/Availability

Reports

Dashboards

Antal No-shows den senaste månaden

DAY WEEK MONTH 2019-11-10 - 2019-11-16

Day	10	11	12	13	14	15	16
DEN 10 NOV 2019							
DEN 11 NOV 2019	Per IKEA Kungens Kurva No show	Sofyen IKEA NICOLE No show	linnea JIM	Oskar	13:00 - 14:30	(4) Biörn IKEA Kungens Kurva No show	Mirjana
DEN 12 NOV 2019			No show	Ann	No show	Asa	
DEN 13 NOV 2019							
DEN 14 NOV 2019							
DEN 15 NOV 2019	EGEN Amanda	RIMON Johan	Jennie Josefine				
DEN 16 NOV 2019							

Search for records TODAY



Hello Charles

Kitchen Expert



May 2020



Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Appointments 8

Today

Upcoming

Past

Colin Murphy

Appointment 10:30 AM-11:30 AM

Start

Reschedule



David Robinson

Appointment 11:15 AM-11:45 AM

Start

Reschedule



Grady Anderson

Appointment 11:30 AM-12:30 PM

Start

Reschedule



Susan Burk

Appointment 12:30 PM-1:30 PM

Start

Reschedule



Scott Konersmann

Appointment 2:00 PM-2:30 PM

Start

Reschedule



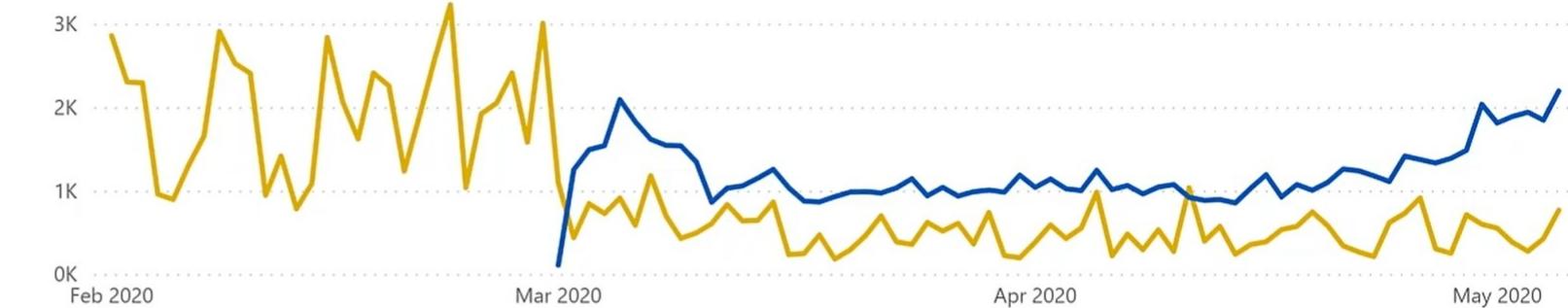
Power BI Apps > IKEA Appointment Bookings > IKEA-Demo - v6

IKEA-Demo - v6 | Data updated 4/29/20

Ask a question about your data

Appointment Bookings

Appointment Type: ● In-store ● Online



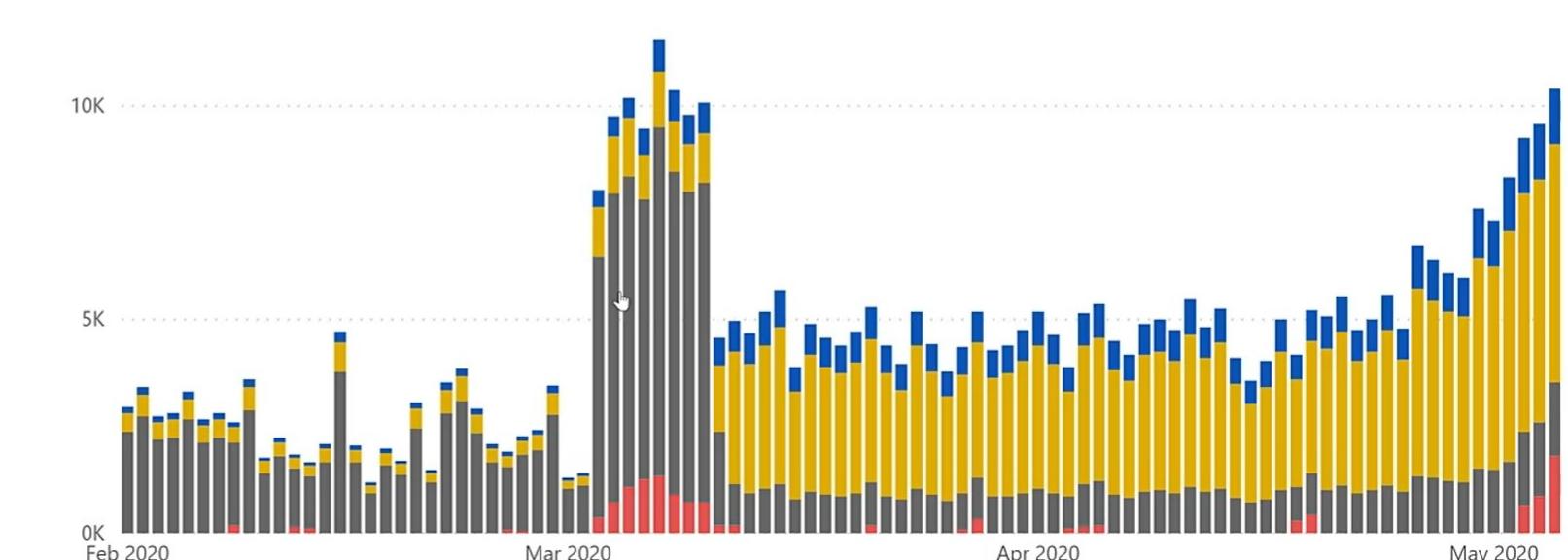
Month: Multiple selections

Stores:

- Midwest
- New England
- Northeast
- Pacific Northwest
- Southern
- Southwest

Appointments by Date and Outcome

Outcome: ● Reschedule ● Inquiry only ● Ongoing ● Sale



Plan Employee Availability

Store: Seattle Date: 5/2/2020

Additional Employees: 5

Employees Available: 5

Request

Go back

Customer Profile

Name

Colin Murphy

Loyalty Points 1245466

Email

Colin.Murphy@email.com

Phone 555-0110

Appointment **Wednesday, May 6, 2020**
10:30 AM-11:30 AM

ProjectPlan **Cozy Kitchen**

Project Plan #12345

Appointments > Project Plans

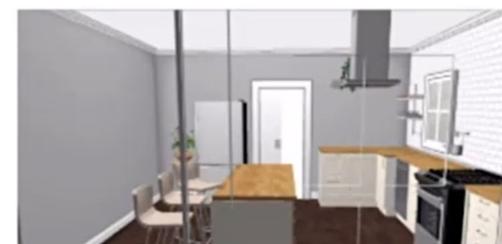


Cozy Kitchen

Kitchen Project Plan
4/23/2020 11:35 PM

Notes

Imagine the different possibilities, then try them out and shape the kitchen to fit your



RIMFORSA

Work bench, stainless steel, bamboo...
90335211



1



GLENN

Bar stool, white, chrome plated, 26 "
80272662



1



SEKTION base cabinet frame

36x24x30
80265398



1



OBEROENDE

ceiling-mounted extractor hood
60339135



1



BETRODD

Stainless steel dishwasher
30384817



1



Check out

Customer Profile

Name

Colin Murphy

Loyalty Points 1245466

Email

Colin.Murphy@email.com

Phone

555-0110

Appointment

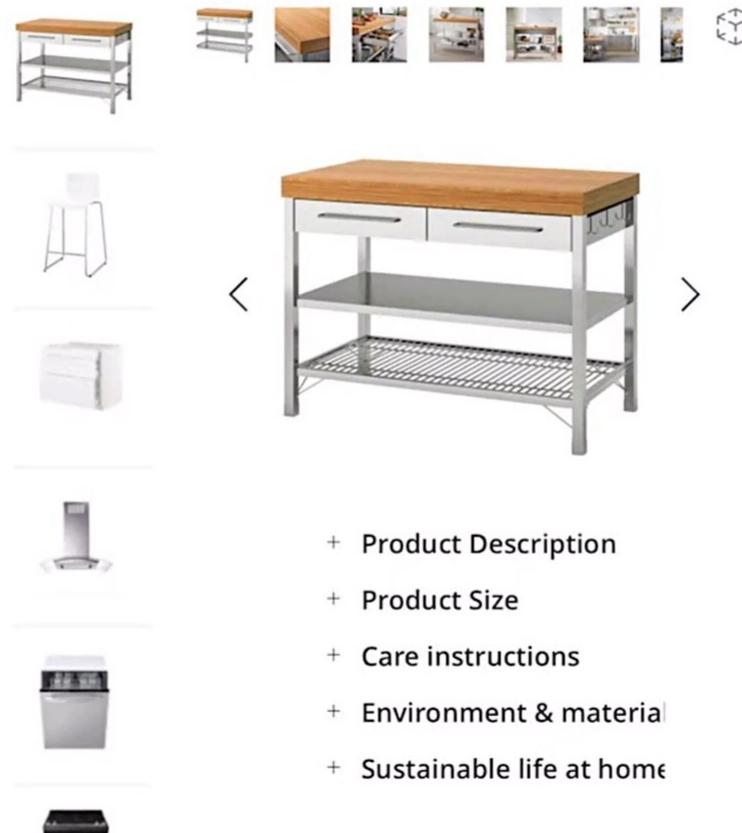
Wednesday, May 6, 2020
10:30 AM-11:30 AM

ProjectPlan

Cozy Kitchen

Project Plan #12345

Appointments > Project Plans > RIMFORSA



RIMFORSA

Work bench, stainless steel, bamboo,
47 1/4x25 5/8x36 1/4 "

\$499.

The natural bamboo wood creates a warm and vibrant expression that is combined with simple glass and steel. The RIMFORSA series gives you clutter-free workspaces with durable, easy-care materials.

Quantity

- 1 +
Remove

Colors



You've also viewed



- + Product Description
- + Product Size
- + Care instructions
- + Environment & material
- + Sustainable life at home

Mixed reality
components

← Back

↻ Reset



Mixed reality
components

IKEA Home Planner | Power Virtual Agents - Topics | Schedule Board - Schedule Board | Customer Appointment App WIP | Edit your flow | Power Automate | Manage your flows | Microsoft Power Automate | IKEA-Demo - v6 - Power BI | +

https://us.create.powerapps.com/studio/

Power Apps

File Home Insert View Action

Customer Appointment App WIP - Saved (Unpublished)

Source = fx ProductGallery.Selected.'3DObject'

Insert

Popular

- Text label
- Edit form
- Text input
- Vertical gallery
- Add icon
- Rectangle
- Date picker
- Button
- Code components
- View in 3D (preview)
- View in MR (preview)
- Input
- Display
- Layout
- Media
- Shapes
- Charts
- AI Builder

CONTROLS

msft_Microsoft.ViewInMR(00000001-0000-0000-0000-000000000000)

Properties Advanced

Search for a property ...

ACTION

OnChange

false

DATA

Source

ProductGallery.Selected.'3DObject'

ObjectWidth

0

ObjectHeight

0

ObjectDepth

0

Units

mm

Text

"View"

DisplayType

""

PaddingTop

5

PaddingBottom

5

PaddingLeft

5

PaddingRight

5

FillColor

"#3860B2"

TextColor

"#FFFFFF"

Customer Profile

Appointments > Project Plans > RIMFORSA

Colin Murphy

1245466

Colin.Murphy@email.com

555-0110

Wednesday, May 6, 2020 10:30 AM-11:30 AM

Cozy Kitchen

Project Plan #12345

RIMFORSA

Work bench, stainless steel, bamboo, 47 1/4x25 5/8x36 1/4 "

\$499.

The natural bamboo wood creates a warm and vibrant expression that is combined with simple glass and steel. The RIMFORSA series gives you clutter-free workspaces with durable, easy-care materials.

Quantity - 1 + Remove

Colors

You've also viewed

Product Description

Product Size

Care instructions

Environment & materials

Sustainable life at home

Mixed reality components

IKEA Home Planner | Power Virtual Agents - Topics | Schedule Board - Schedule Board | Customer Appointment App Wif | Edit your flow | Power Automate | Manage your flows | Microsoft Power Automate | IKEA-Demo - v6 - Power BI | +

https://us.flow.microsoft.com/manage/environments/896f64d6-6d7b-4572-a6d3-e07392240cd1/solutions/6377fb60-557f-ea11-a812-000d3a8b328e/flows/a54bb719-fba0-4d61-baeb-152e113cb224

Power Automate

Search for helpful resources

When an order project is created, call iSell system

Set up inputs
Inputs: 6

Record and edit steps
Steps: 1

Review outputs
Outputs: 0

Test

Run iSell script

Launch iSell

PostElementText 1

Exact Match

History Agent Phone Search

Delete screenshot

Value: email

Show advanced options

LeftClick 1

Search

Delete screenshot

Show advanced options

PostElementText 2

PostElementText 3

LeftClick 2

LeftClick 3

iSell - Update Order Project | Forum | Save | Close

Power Automate RPA

Back | Next

Environments IKEA

Power Automate RPA

Bookmarks

- Mission
 - Employee Info
 - Employee CFR Activities
 - Zip Code Lookup
- Favorites
 - Customer Record
 - Project Info

Customer Search

Numbers | Names | Address | Actions |

Phone #

Customer #

Agreement # Exact Match

eAddress

Search

Clear **History** **Agent Phone**

Customer Project

Pause | Use input | Get output | Done

+ New input

Recording outputs Use outputs from current recording >

- email customer email
- contact customer contact
- customer name customer name
- project ikea customer project
- product type product type
- product product
- price price
- product price product price
- quantity quantity

	Phone	Location
toys.com	(925) 555-0125	2 Kingdom Street
m	(982) 555-0182	Manchester M1 4ET
are.com	(905) 555-0105	Cambridge C1 2FB
ys.com	(907) 555-0107	Paddington, London W2 6BD
com	(974) 555-0174	Cambridge C1 2FB
com	(995) 555-0195	Manchester M1 4ET

Customer Record ([NEW] - murphy@contoso.com)

Customer Record | **Project Info**

ID	[NEW]	Project	
Customer		Service Employee Charles L.	
Location		Phone Number	
Email	murphy@contoso.com	Notifications	

	Processing Date	Inventory	Scheduled Date	Item	Assigned
SVC.I.					
SVC.P.					
CHC					
OTHER					

	Reqs	Proposals	Active SAs	Inactive SAs	Open CFRs	PrePay	Easy Pay	Ins	CustPR	Feedback
SVC.I.										
SVC.P.										
CHC										
OTHER										

Power
Automate RPA



Power Platform

Six big areas of Focus for 2020

01

Expand the building blocks of Power Platform

02

Remote Work Platform: Teams + Power Platform Integration

03

Power Platform no-cliffs extensibility through Azure

04

Power Platform Integration – Power BI,
Power Apps, Power Automate, CDS

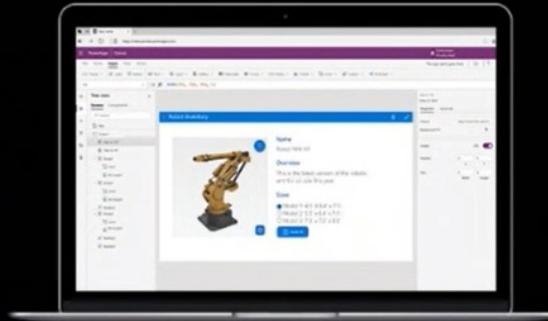
05

Enabling repeatable and scalable enterprise

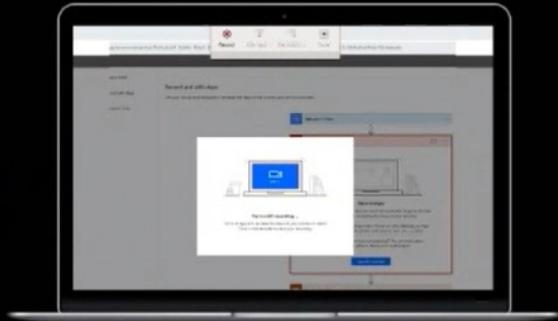
06

Just make everything better – performance,
reliability, usability, and little features/annoyances

What are the big MBAS announcements?



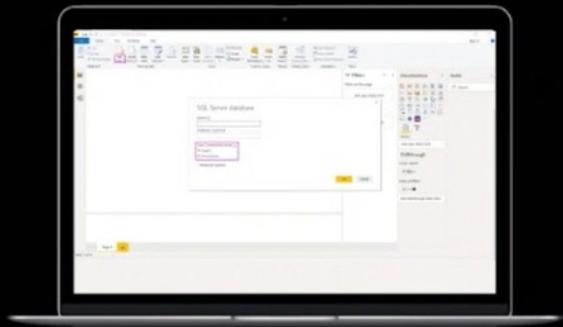
Unlocking the power of Mixed Reality for your apps



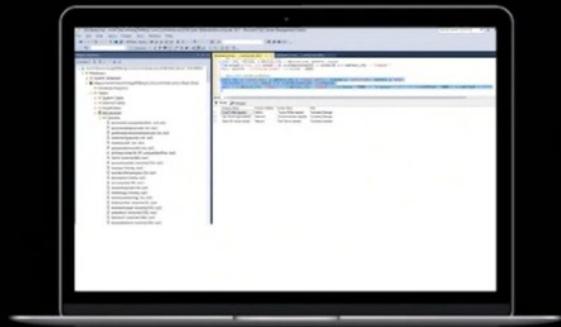
Robotic Process Automation for comprehensive automation capabilities



Enhanced engagement with conversational AI

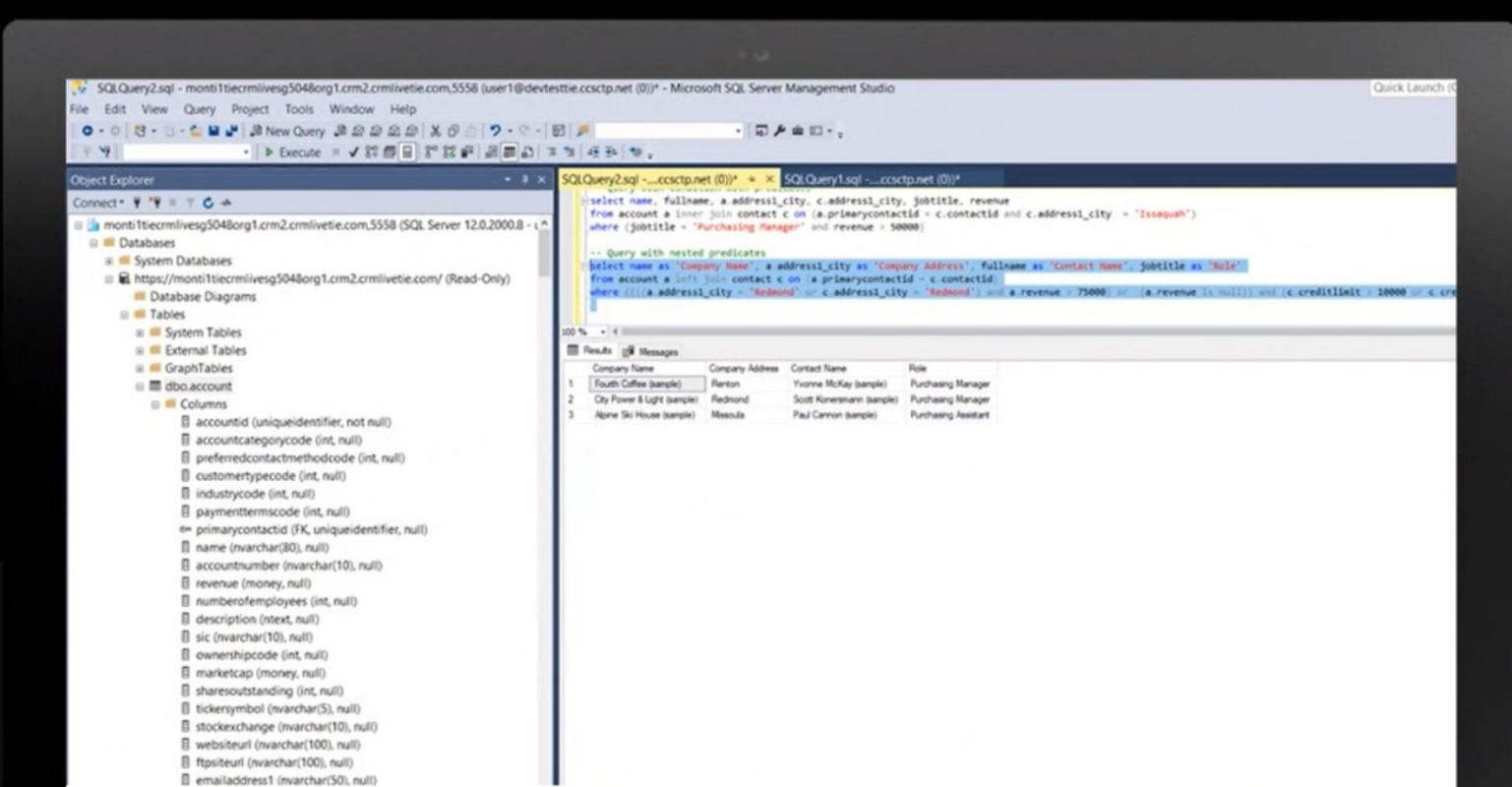


Adding Direct Query support in Power BI for the Common Data Service



Connecting T-SQL users directly to the Common Data Service

T-SQL Endpoint for the Common Data Service



SQL Server Management Studio WORKS!



Entity Framework WORKS!



AAD auth means all security WORKS!
(e.g. RLS trimming)



The full stack runs –
e.g. plugins and rules

File Edit View Query Project Tools Window Help

Object Explorer

Connect ▾

- Databases
 - System Databases
 - org9ba85f62 (Read-Only)
- Tables
 - System Tables
 - External Tables
 - GraphTables
 - dbo.account
 - Columns
 - Keys
 - Constraints
 - Triggers
 - Indexes
 - Statistics
 - dbo.actioncard
 - dbo.activitymimeattachn
 - dbo.activityparty
 - dbo.activitypointer
 - dbo.annotation
 - dbo.apisettings
 - dbo.appconfig
 - dbo.appconfiginstance
 - dbo.appmodule
 - dbo.appmodulecompon
 - dbo.appmoduleroles
 - dbo.asyncoperation
 - dbo.attachment
 - dbo.bulkdeleteoperation
 - dbo.businessunit
 - dbo.businessunitnewsart
 - dbo.calendar
 - dbo.calendarrule
 - dbo.canvasapp
 - dbo.connection
 - dbo.connectionrole
 - dbo.connectionroleassoc
 - dbo.contact
 - dbo.cr037_nwind_produc
 - dbo.cr037_nwind_produc
 - dbo.cr533_dates
 - dbo.cr533_multiselect
 - dbo.cr533_test_daughter
 - dbo.cr533_test_father
 - dbo.cr533_test_father_cr
 - dbo.customeraddress
 - dbo.documenttemplate
 - dbo.duplicaterule
 - dbo.emailserverprofile
 - dbo.expiredprocess
 - dbo.fieldsecurityprofile
 - dbo.fileattachment
 - dbo.goal
 - dbo.goalrollupquery
 - dbo.import
 - dbo.importmap
 - dbo.interactionforemail
 - dbo.kbarticle
 - dbo.kbarticlecomment
 - dbo.kbarticletemplate
 - dbo.knowledgearticle
 - dbo.knowledgearticlesca
 - dbo.knowledgetabereco
 - dbo.mailbox
 - dbo.mailmergegetemplate
 - dbo.metric
 - dbo.mobileofflineprofile
 - dbo.mobileofflineprofile
 - dbo.msdyn_aibdataset

org9ba85f62 Execute

```
-- Query to show entity security
-- note: msft_reviewed is an option set returned in tabular format
select createdbyname, createdon, msft_feedbackcomments,
       msft_reviewed, msft_reviewedname
  from msft_appfeedback

-- Query with nested predicates
select a.name as 'Company Name', a.address1_city as 'Company Address', c.fullname as 'Contact Name', c.jobtitle as 'Role'
  from account a
  join contact c
    on a.primarycontactid = c.contactid
 where ((a.address1_city = 'Redmond' or c.address1_city = 'Redmond')
       and a.revenue > 75000)
go
```

146 %

Results Messages

createdbyname	createdon	msft_feedbackcomments	msft_reviewed	msft_reviewedname
Facility Supervisor	2020-05-05 12:51:59.000	asdfsdfasdf	0	No
Facility Supervisor	2020-04-30 12:49:28.000	Another great appl	0	No
Facility Supervisor	2020-04-30 15:37:16.000	I am trying to connect	1	Yes
Charles Lamanna	2020-04-30 16:28:08.000	More information needed	0	No
Charles Lamanna	2020-05-01 12:00:12.000	We are not getting enough PPE deliveries	0	No
Facility Supervisor	2020-05-02 12:30:48.000	We should have a weekly sync on staffing to leor ...	0	No
Charles Lamanna	2020-05-02 13:13:50.000	The leadership team has been supporting us all t...	0	No
Charles Lamanna	2020-05-05 12:42:08.000	I couldn't save in a remote wing of the hospital	0	No
Charles Lamanna	2020-05-05 12:42:39.000	This has made my job much easier!	0	No
Charles Lamanna	2020-05-05 14:02:11.000	We are getting great support. Thanks!	0	No
Facility Supervisor	2020-05-05 14:18:26.000	I cannot submit when in a remote corner of the ho...	0	No

Company Name	Company Address	Contact Name	Role
Fourth Coffee (sample)	Renton	Yvonne McKay (sample)	Purchasing Manager
City Power & Light (sample)	Redmond	Scott Konersmann (sample)	Purchasing Manager
Alpine Ski House (sample)	Missoula	Paul Cannon (sample)	Purchasing Assistant

Query executed successfully.

Ln 1 Col 1 INs

Direct Query support for CDS in Power BI



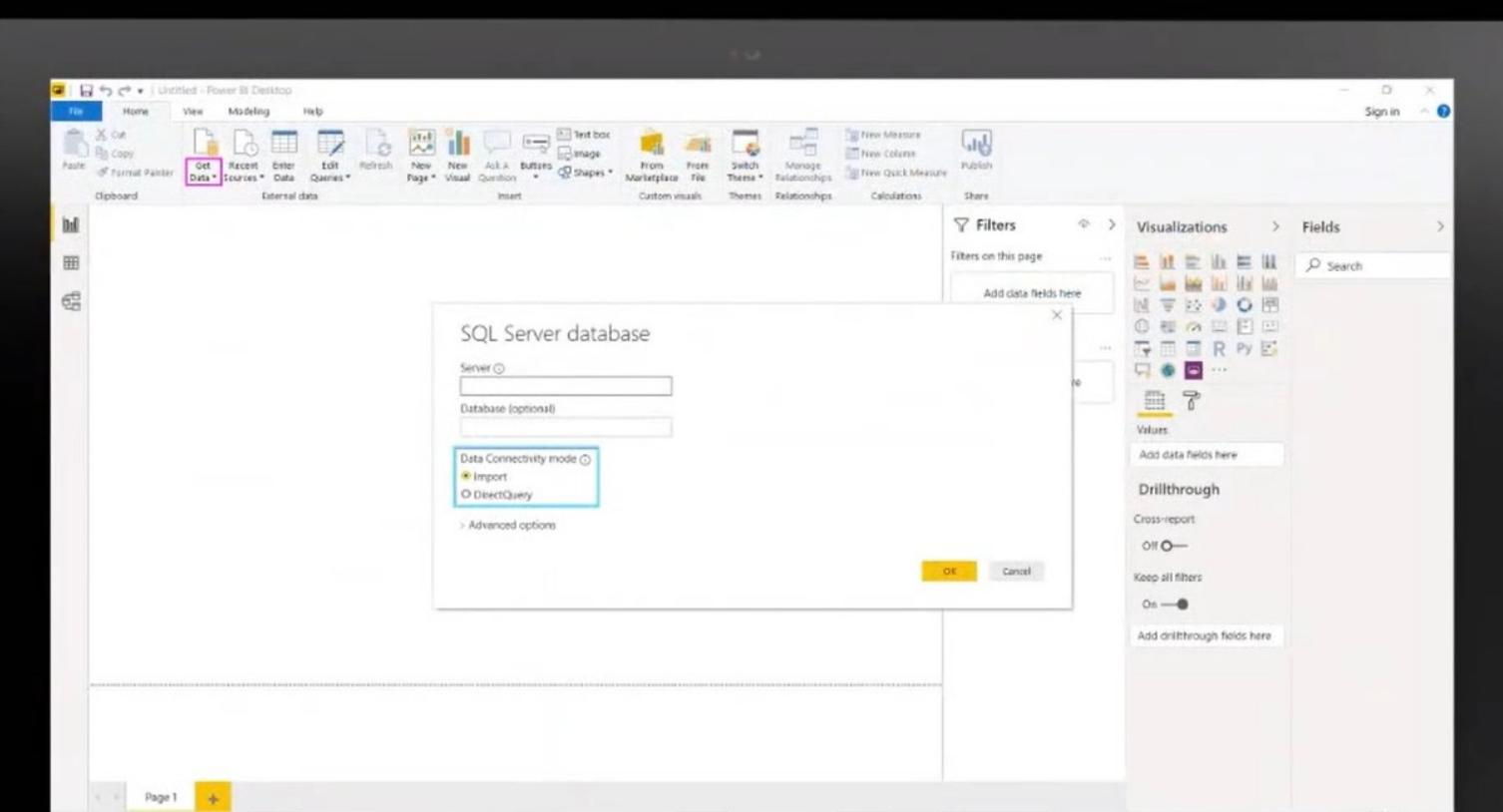
Realtime updates – writes are immediately visible in Power BI dashboards!



Security “just works:” honors all filtering, trimming and hierarchy in CDS!



Read queries are routed to replicas – to avoid overloading the main CDS db!



ZAP App - Saved (Unpublished) X GSK_ZAPform1.pdf X Manage your models | Power Automate X Edit your flow | Power Automate X Edit your flow | Power Automate X Manage your flows | Microsoft Flow X ZAP Bot | Microsoft Teams X Power Virtual Agents - Topics X GSK ZAP - Power BI X

https://app.powerbi.com/groups/e42cdda3-d278-496c-821c-2ab9ee496d27/reports/1ceedae1-3b41-485f-9ae1-8aa18993b7f7/ReportSection2d8598c7d0e030857d65

Power BI GSK > GSK ZAP

Export Share Subscribe Comments Favorite

gsk Zero Acc

Status

Tier1 Resolved 3708

Tier2 Resolved 621

Submitted 533

Assessment InP 257

Draft 27

Tier3 Resolved 24

Tier1 InProgress 12

Count of ZAPID 5186

132 Site 2 100

19 Striking against / struc... 16

12 Ergonomics (lifting twi...

File Home Help

Get data Excel Power BI datasets Server Enter data Recent sources Transform Refresh data Manage relationships Security Q&A Language Linguistic setup Share

Clipboard

Report - Power BI Desktop

Charles Lamanna

Fields

Properties

Filters

Power BI Desktop

Department Locations Asity Systems ServiceRootURL

Staffing Type Acuity

Staffing Needed

Census COVID Equipment Needed Supply Trackings Supply

Facilities Region Patient Discharge Info

Supply

Assign To Due Date

Charles Lamanna 12/31/2001

Action

do more feel better live longer

The screenshot displays a Power BI report titled 'GSK ZAP' with a status dashboard on the left and a data model on the right. The status dashboard shows counts for various ZAPID categories: Tier1 Resolved (3708), Tier2 Resolved (621), Submitted (533), Assessment InP (257), Draft (27), Tier3 Resolved (24), and Tier1 InProgress (12). The data model shows relationships between tables like Department, Locations, Asity, Systems, ServiceRootURL, Staffing Type, Staffing Needed, Census, COVID, Equipment Needed, Supply Trackings, Supply, Facilities, Region, and Patient Discharge Info. The 'Fields' pane lists many columns from these tables, and the 'Properties' pane shows an assignment to 'Charles Lamanna' with a due date of '12/31/2001'.

Data culture



#1

AI infused experiences with
the familiarity of Office



Power BI

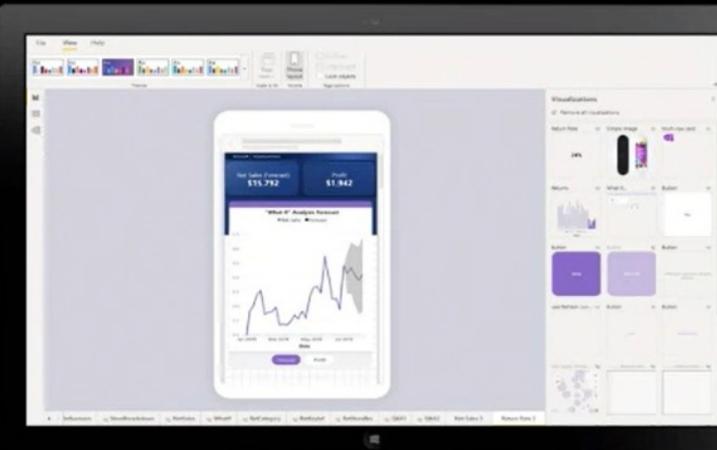
AI infused experiences with the familiarity of Office
MBAS announcements

Amazing
experiences



Visual Personalization for end users

Empower end-users to explore and personalize visuals based on their unique needs.



New mobile report authoring experience

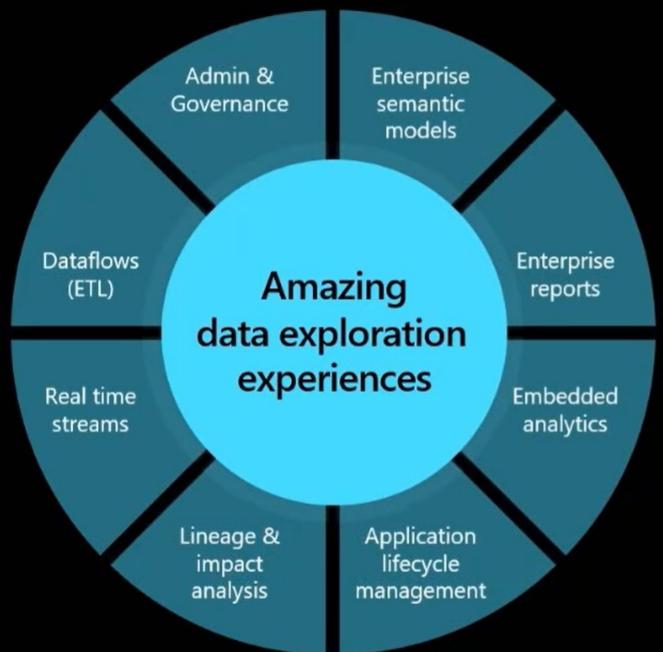
More flexibility, real estate, and tools to create stunning mobile versions of existing reports.



Smart narratives

Add dynamic, interactive narratives to reports with the flexibility to edit language and format.

Data culture



#2

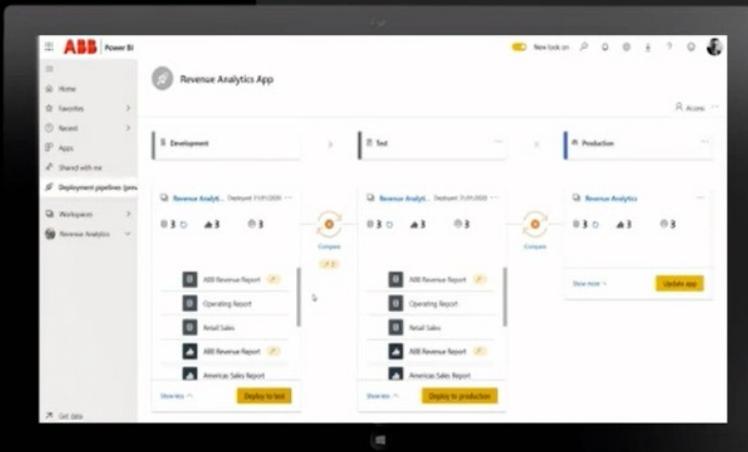
Meet the most demanding
enterprise needs



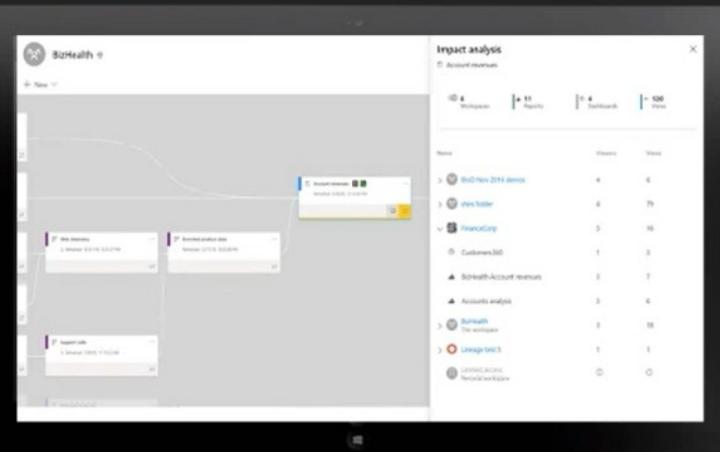
Power BI

Meet the most demanding enterprise needs

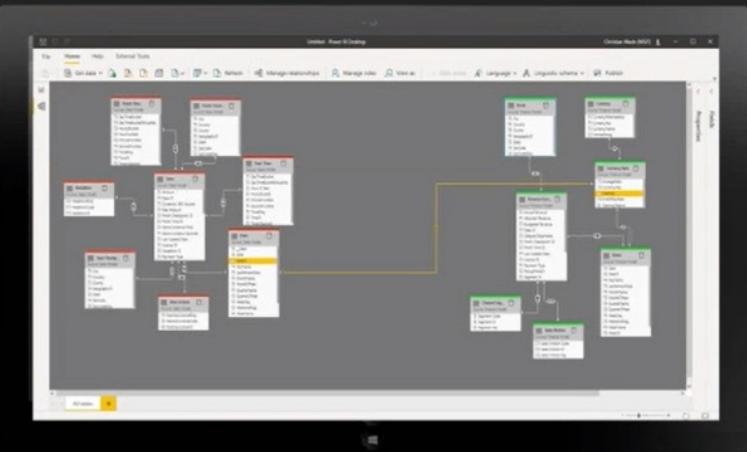
MBAS announcements



Application Lifecycle Management
improve efficiency and accuracy
with development, test, and
production environments

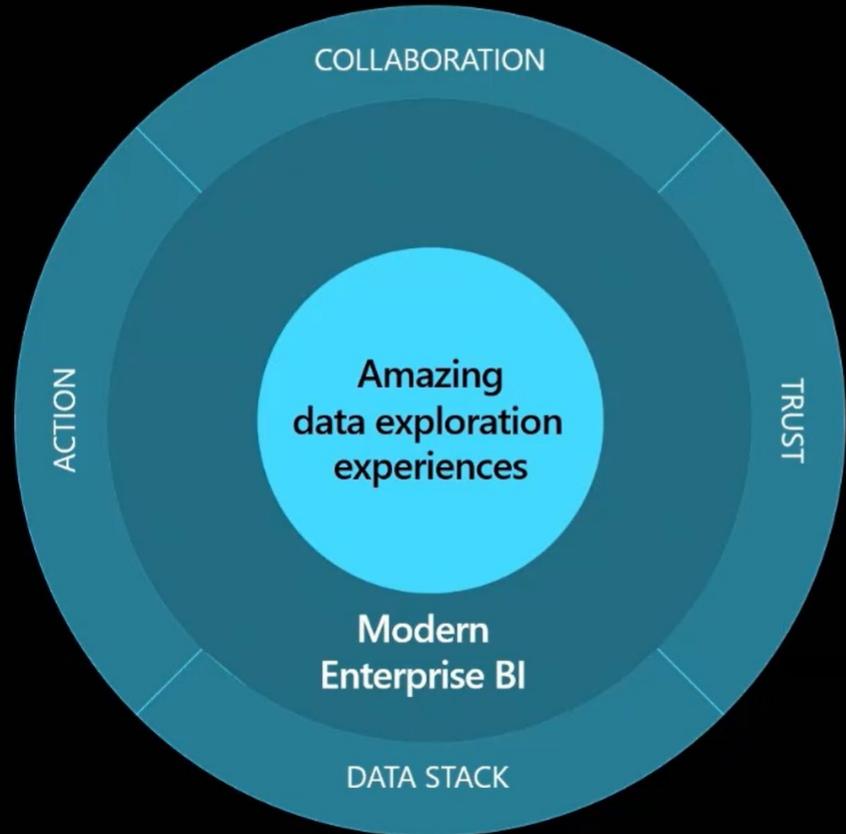


Lineage and impact analysis
Power BI tracks the lineage of all
entities from the data source to
the report



XMLA – read/write and composite models
More flexibility, real estate, and tools
to create stunning mobile versions
of existing reports.

Data culture



#3

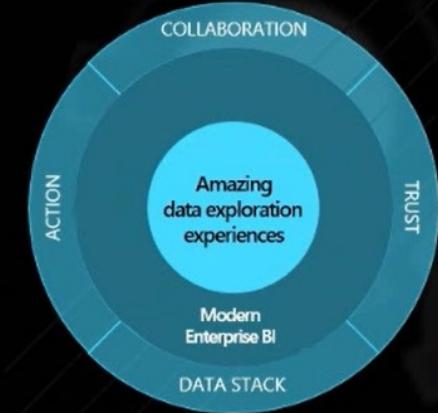
BI woven into the fabric
of the organization



Power BI

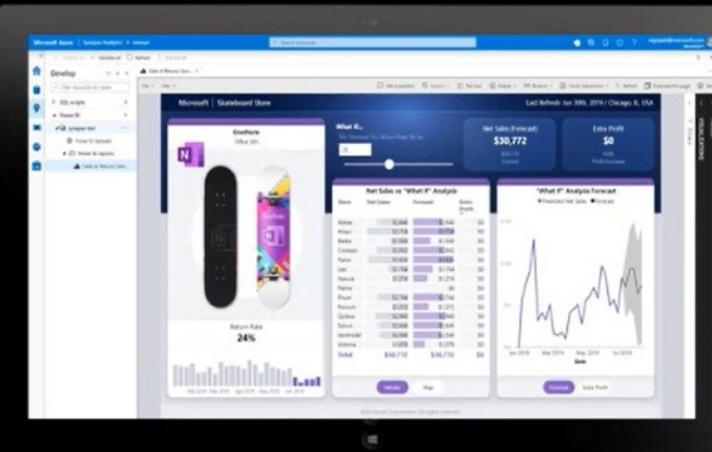
BI woven into the fabric of the organization

MBAS announcements



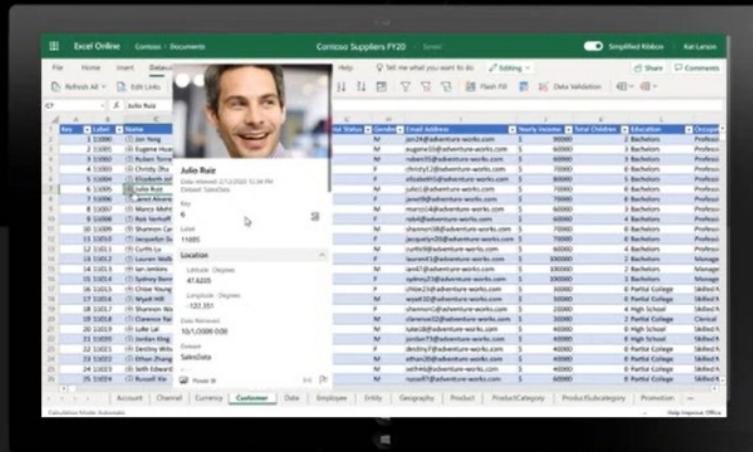
Power BI in Teams

Updated experiences including new tab and preview links for Power BI content.



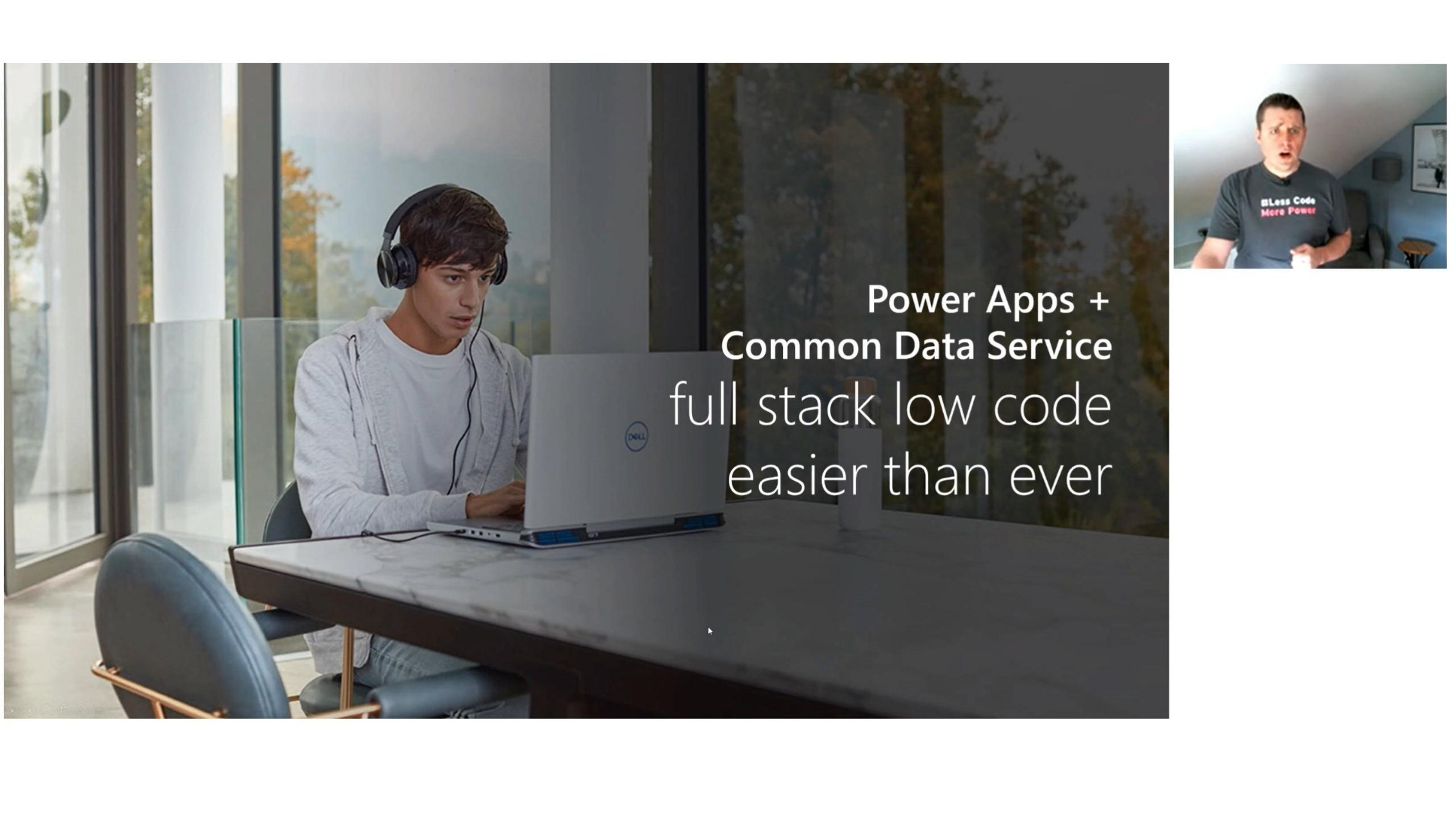
Azure Synapse

Where data professionals can collaborate, manage, and analyze data with ease.



Power BI datasets in Excel

Quickly find details from featured tables in Power BI datasets within Excel's data types gallery.

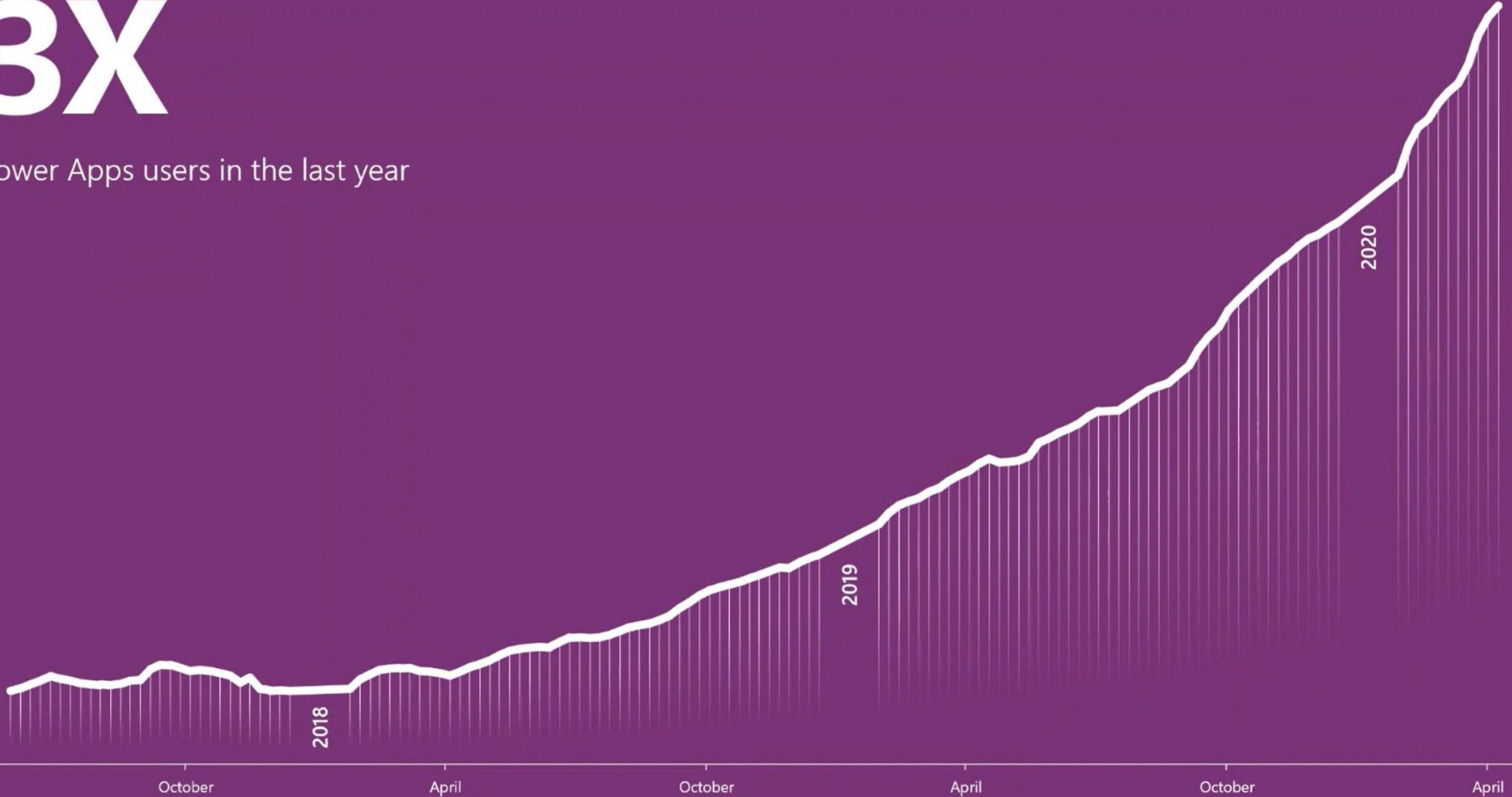


Power Apps +
Common Data Service
full stack low code
easier than ever



3X

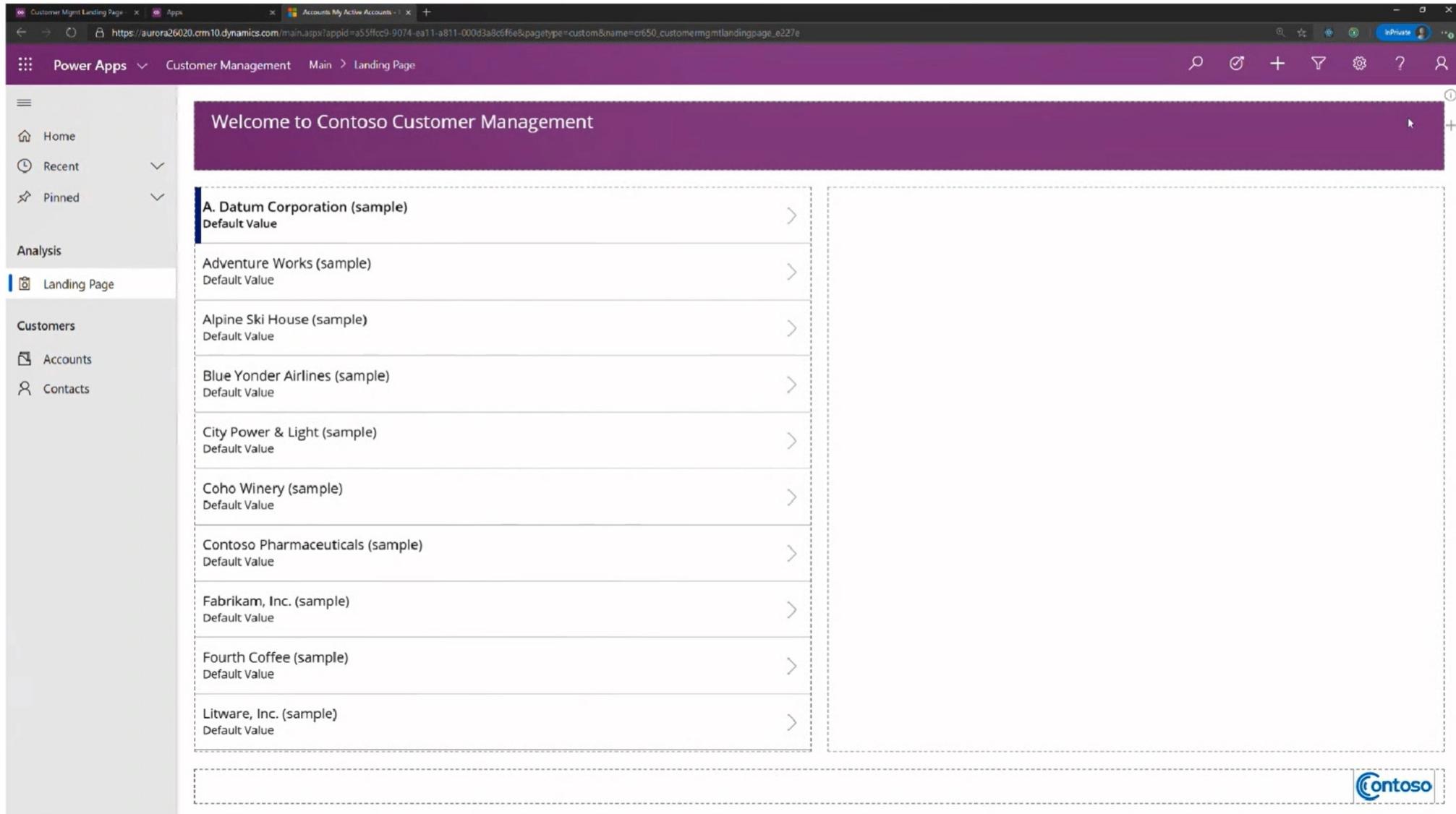
Power Apps users in the last year





Coming soon

Custom pages converge canvas + model



Governance – Practically Applied

Secure

Monitor

Alert

- ✓ Define and execute on your environment strategy

- ✓ Setup data loss prevention policies

- ✓ Apply the layers of security

- ✓ Review out-of-box analytics

- ✓ Configure audit logs to monitor usage

- ✓ Extract telemetry for ad-hoc reporting

- ✓ Automate management & policies using mgn connectors

- ✓ Detect anomalies on audit events to trigger alerts

- ✓ Trigger compliance detail request and flows for auditing support

Deploy and Manage

Learn ALM best practices

Script management automation with cmdlets

Automate full ALM using Azure DevOps

Nurture and educate

Establish a Center of Excellence

Educate new makers

Foster best practices



The Layers of Security

↓
↑
Cross Tenant



Tenant level

Native integration to Azure Active Directory provides build in support for conditional access to the Power Platform for all users in AAD



Environment level

Environments, also know as management containers – have two built-in security roles that provide access to permissions within an environment



Resource level

Resource level permissions allows for control of user privileges to create resources like apps, flows, custom connectors etc. ...



Common Data Service

Common Data Service, offers a wealth of rich business logic including a powerful security model, where role-based security can group together a collection of privileges and allows for record and field level security

Secure Your Data with Data Loss Prevention (DLP)

Secure



Data loss prevention policies (DLP) enforce rules for which connectors can be used when building apps and flows connecting to data not hosted in the Common Data Service



Connectors are classified as either Business or None Business Data



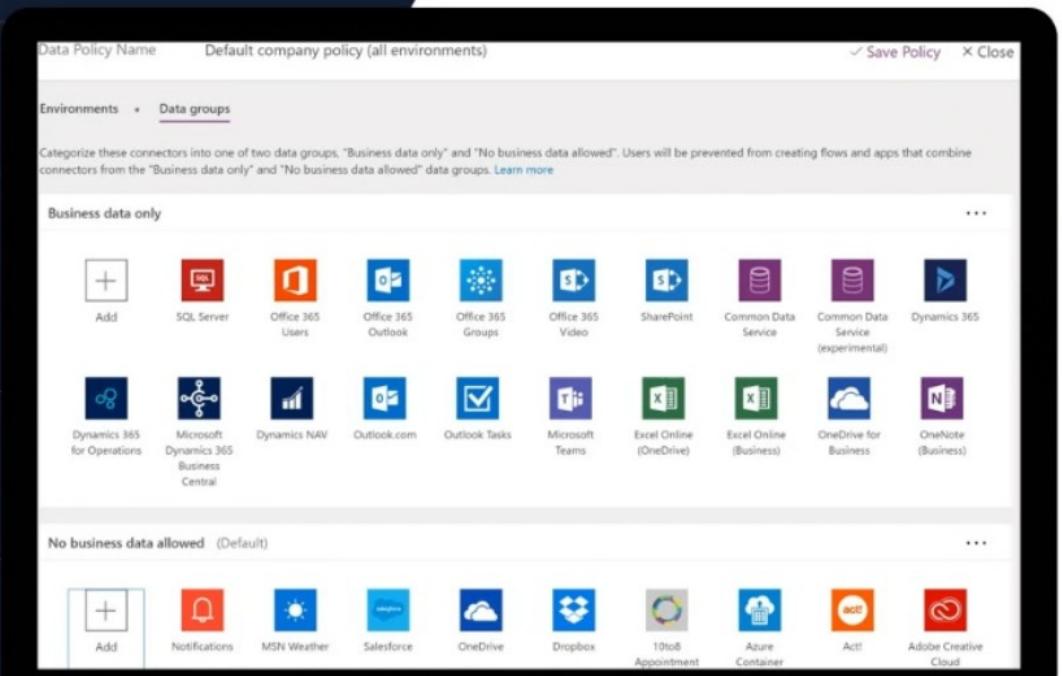
A connector in the Business group can only be used with other connectors from that group in the same app or Power Automate



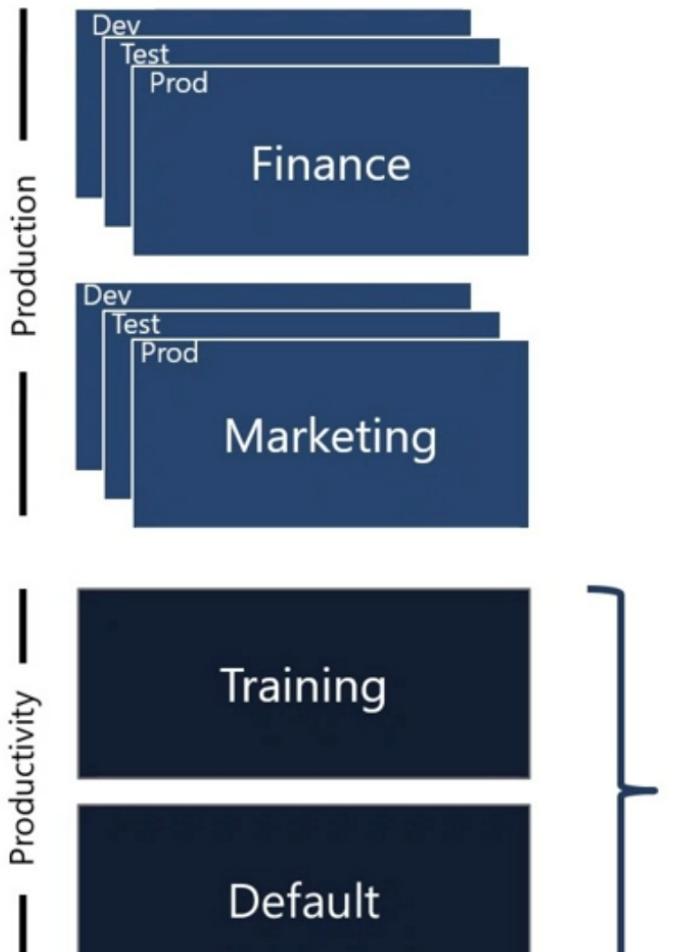
Tenant admins can define policies that apply to all environments



New: Introducing the ability to fully block usage of 3rd party connectors (standard and premium) as well as Microsoft owned premium connectors



Environment and data loss prevention setup



1) Block selected non-Microsoft non-standard connectors (e.g. Dropbox, social media)

1. Create a policy spanning all environments that blocks all unsupported non-Microsoft connectors and classifies all Microsoft connectors as 'Business Data'
2. Create a policy for the default environment (and other training environments) that further restricts which Microsoft connectors are classified as 'Business Data'

#2: Restrict 'business data' connectors (e.g. only Office 365 connectors are business data)

Cross Tenant Usage Dashboard

Build using the CoE Starter Kit backed by telemetry from the O365 Activity Logging capabilities

Contoso CoE Toolkit Tenant Adoption
Power Apps and Power Automate Usage Reports.

Refresh Frequency: Daily | Last refresh On: 4/20/2020 12:14:15 ...

Power Apps Overview

OVERVIEW ENVIRONMENTS APPS FLOWS CUSTOM CONNECTORS MAKERS CONNECTIONS

37 Total # of Apps 24 Created this Month 3 Total App Makers 25 Canvas App 12 Model Driven App

Apps Creation Trend

App Type: ● Canvas ● Model Driven

Count of admin_appid

Year: Jan 2020, Feb 2020, Mar 2020, Apr 2020

Top 10 Active Departments

Display Name	Unique Users	Sessions	Users Shared	Groups	Owner	App
ADlx LT Whiteboard	0	0	0	0	Julie Strauss	4eb6756...
App Catalog	0	0	0	0	Julie Strauss	c6937a17...
Developer Compliance Center	0	0	0	0	Julie Strauss	0e01d18f...
DLP Customizer	0	0	0	0	Julie Strauss	eee8e679...
DLP Editor	0	0	0	0	Julie Strauss	26ab3e28...
Emergency Response App	0	0	0	0	Julie Strauss	e467d3bc...
Emergency Response App - COVID-19 stats	0	0	0	0	Julie Strauss	c97e2e73...

Top Env'ts by % of Apps

Microsoft (orgd4...) 33.33% CoE (orgd4...) 30.56% EmergencyRe... 22.22% Covid... 11.11% CovidTesting 2.78%

Owner: All

App Display Name: All

App Is Deleted: False

Environment: All

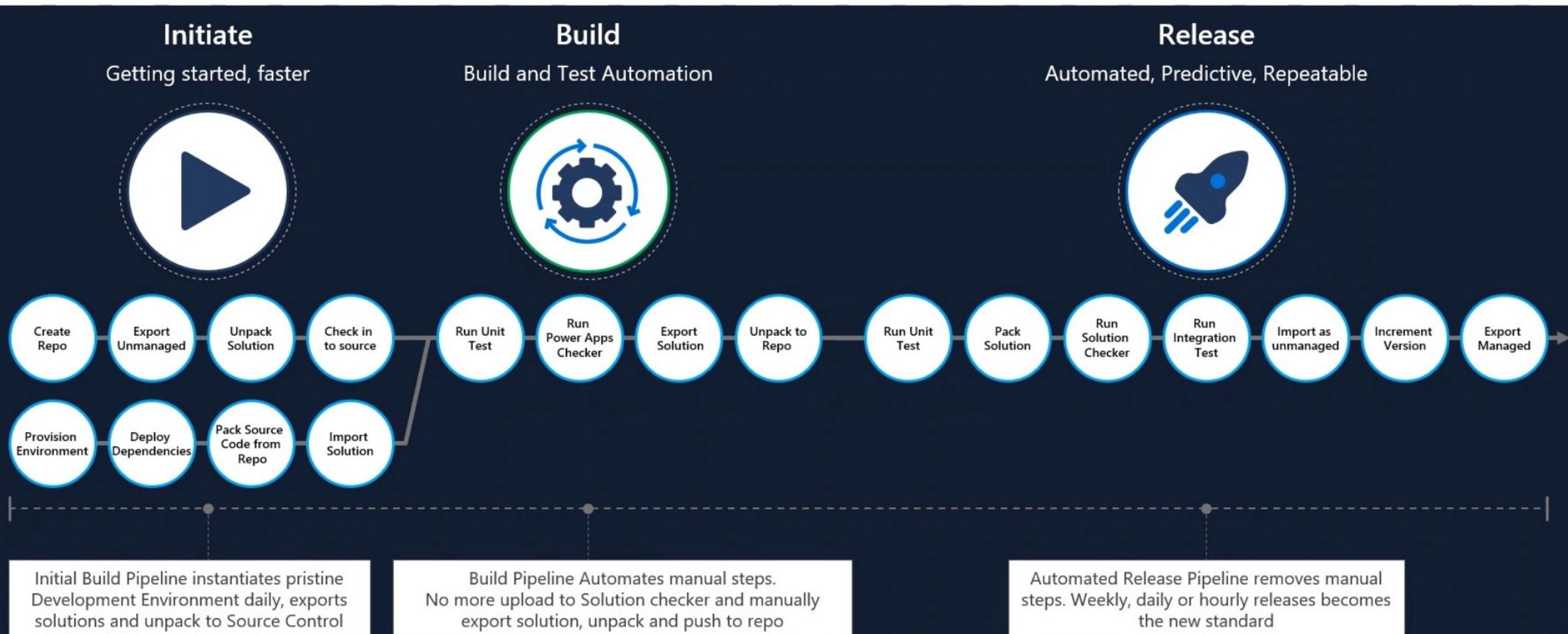
App Department: All

Connectors: All

App Type: Canvas, Model Driven

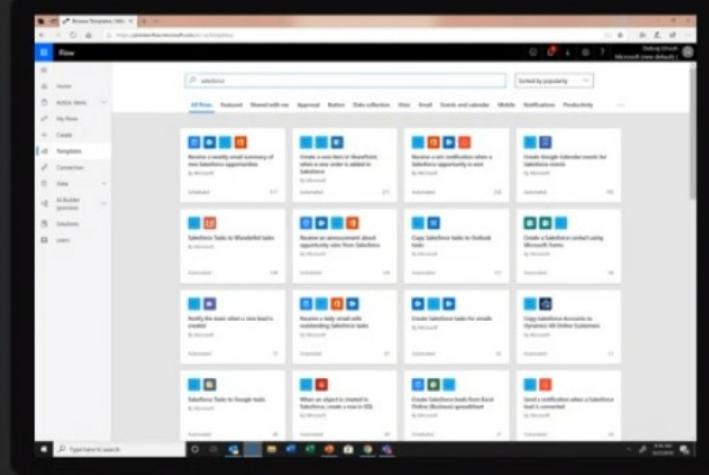
Power Apps Build Tools

ALM Powered by Azure DevOps

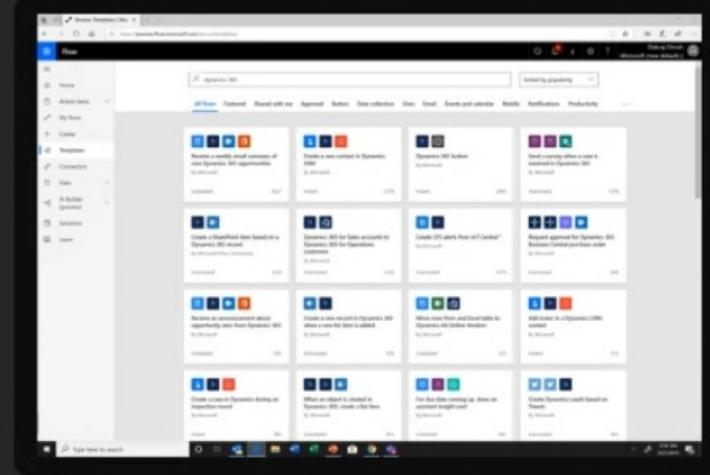


Powered by Azure DevOps and Git

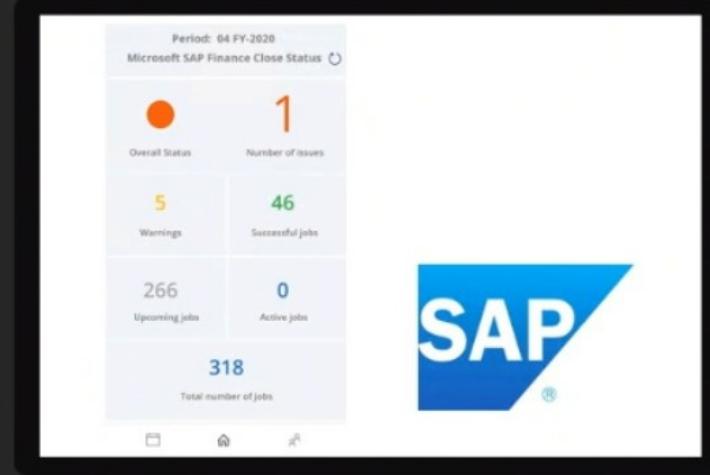
Easily Automate your Core Operations Processes



Salesforce



Dynamics 365

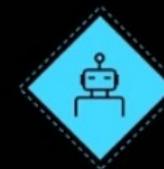


SAP

Power Automate With Attended and Unattended RPA



Attended



Unattended

Interactive automation

Background automation

	Interactive automation	Background automation
Overview	Drive efficiencies and automate manual, individual tasks across desktop and web	Accelerate the automation of high-volume and tedious tasks without lifting a finger
Scenario	On-demand task automation	Automate company processes at scale
Audience	Citizen developer in business unit	Automation specialist (for now) in a Center of Excellence dedicated to RPA
Requirement	User signed in on their device/human initiated	Jobs on dedicated machines/robots do the work

Announcing

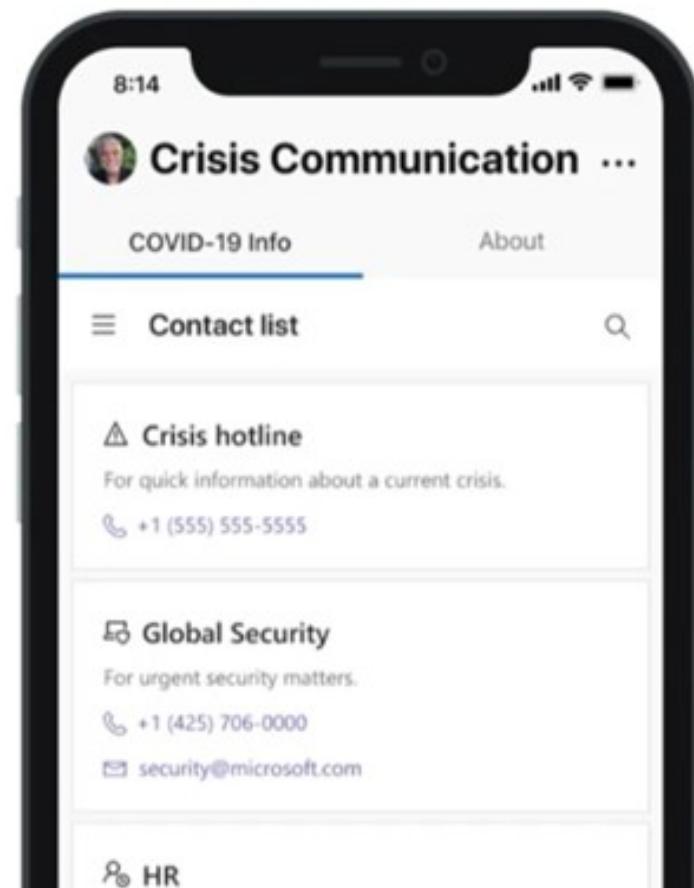
One Unified Admin Center

Teams

Coming Soon

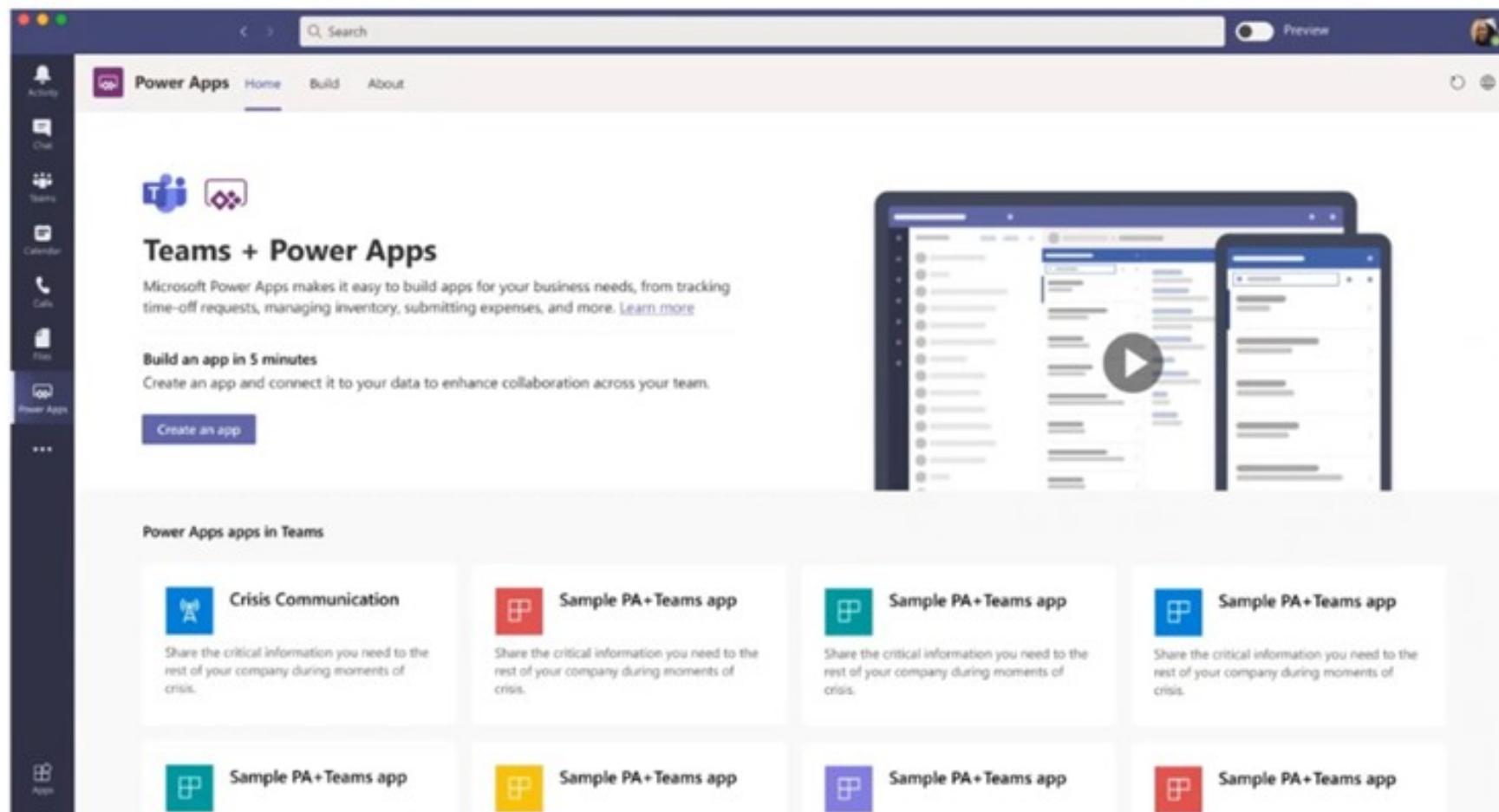
Power Apps for Teams Mobile

- ✓ Responsive app templates by default
- ✓ Device capabilities in the Teams mobile
- ✓ Themes and controls feel native to Teams



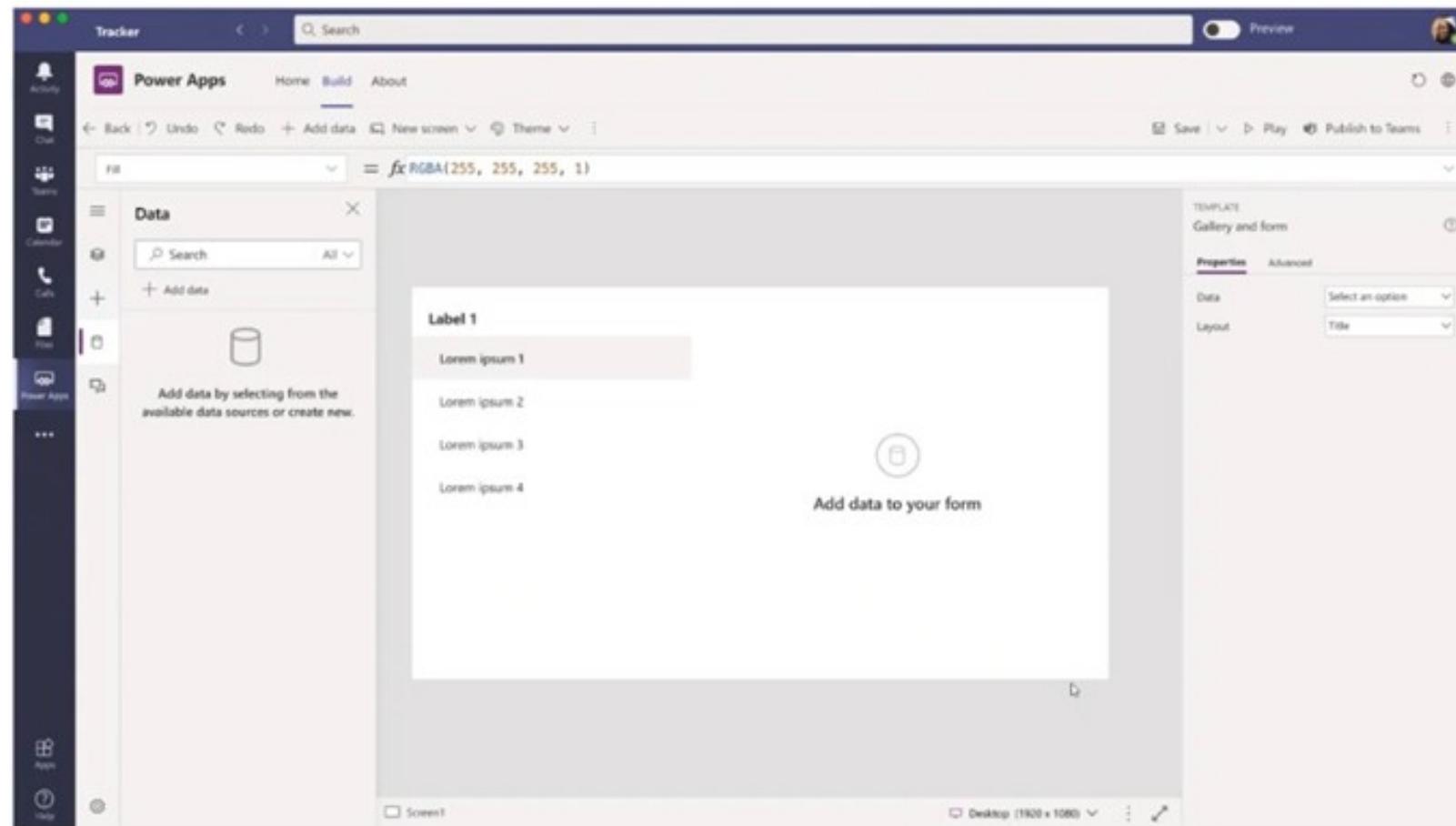
Coming Soon

Customize Teams with Power Apps studio embedded



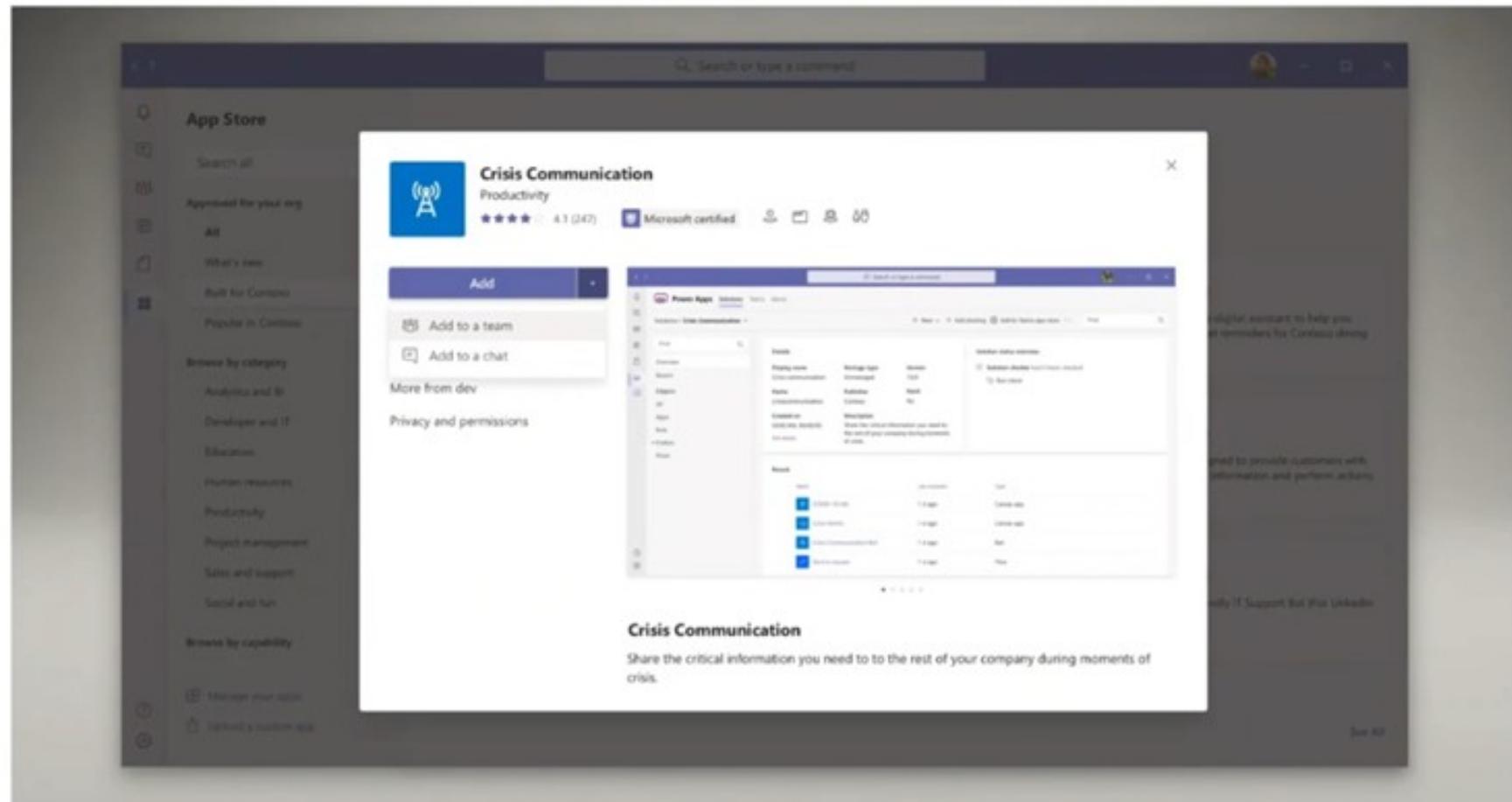
Coming Soon

Customize Teams with Power Apps studio embedded



Coming Soon

Discover and deploy full solutions in Teams easily



Customer Engagement

The screenshot shows the Microsoft Dynamics CRM interface. On the left, the 'Workplace' navigation bar is visible with sections for 'My Work', 'Customers', 'Extensions', and 'Workplace'. The 'Activities' section is currently selected, showing a list of recent activities including emails and workflow runs. One activity is highlighted: 'UNSUBSCRIBE: Testing unsubscribe email with workflow CRM:01040004'. On the right, a detailed view of this activity is shown in a modal window. The window title is 'E-mail: UNSUBSCRIBE: Testing unsubscribe email with workflow CRM:01040004 - Windows Internet Explorer provided by McLaren Autom'. The email content reads 'UNSUBSCRIBE: Testing unsubscribe email with workflow CRM:01040004'. The 'Regarding' field points to 'Testing with workflow for unsubscribing_email'. The 'Owner' is listed as 'Indranil Sarkar'. The 'Priority' is set to 'Normal'. The 'Duration' and 'Due' fields are empty. The bottom of the window shows the standard Microsoft Dynamics CRM footer with links for Paint, Internet Explorer, Inbox, and so on.

File Edit View Favorites Tools Help

Links [Customize Links](#)

Microsoft Dynamics ... Log Analysis Microsoft Dynamics ... Microsoft Dynamics ... Document Library Microsoft Dynamics ... McLaren Automotive

Indranil Sarkar McLaren Group

New Activity New Record Go To Tools Advanced Find

Workplace

My Work

- Activities
- Calendar
- Imports
- Duplicate Detection
- Queues
- Articles
- Reports
- Announcements

Customers

- Companies
- Contacts

Extensions

- Access

Personalize Workplace ...

Workplace

Sales

Marketing

Service

Settings

Resource Center

Done

E-mail: UNSUBSCRIBE: Testing unsubscribe email with workflow CRM:01040004 - Windows Internet Explorer provided by McLaren Autom

HTTP://[REDACTED]/activities/e-mail/1040004.aspx?id={18441E87-9A7A-E211-A596-00237DDA5AD6}

Save and Close Forward Reply Reply All Convert Activity Actions

E-mail

UNSUBSCRIBE: Testing unsubscribe email with workflow CRM:01040004

E-mail Attachments

From: Indra 087

To: Indranil Sarkar, Indranil Sarkar, Indranil Sarkar

Subject: UNSUBSCRIBE: Testing unsubscribe email with workflow CRM:01040004

Regarding: Testing with workflow for unsubscribing_email

Owner: Indranil Sarkar

Duration:

Priority: Normal

Due:

Start Internet Explorer Inbox - Microsoft Dynamics CRM chk - Message (5 Microsoft Of... C:\WINDOWS\... EN This Photo by Unknown author is licensed under CC BY-SA

Sales Insights

The customer journey has changed

Buyers spend more time researching independently



Buyers spend 6% of their time with each seller¹

Today's B2B buying groups are more diverse



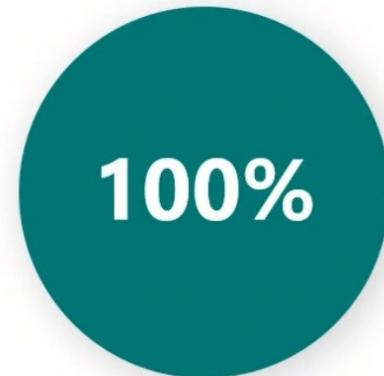
75% of buyers said their purchases involved people from a wide variety of roles.

Buyers want a B2C experience



Millennials make up the single biggest B2B buyer group³

Buyers want and need digital experiences



Almost 100% of B2B journey is done digitally today⁴

Activate digital selling

Simple engagement platform

with automatic data gathering to create a full view of engagements

Fast to market guided selling

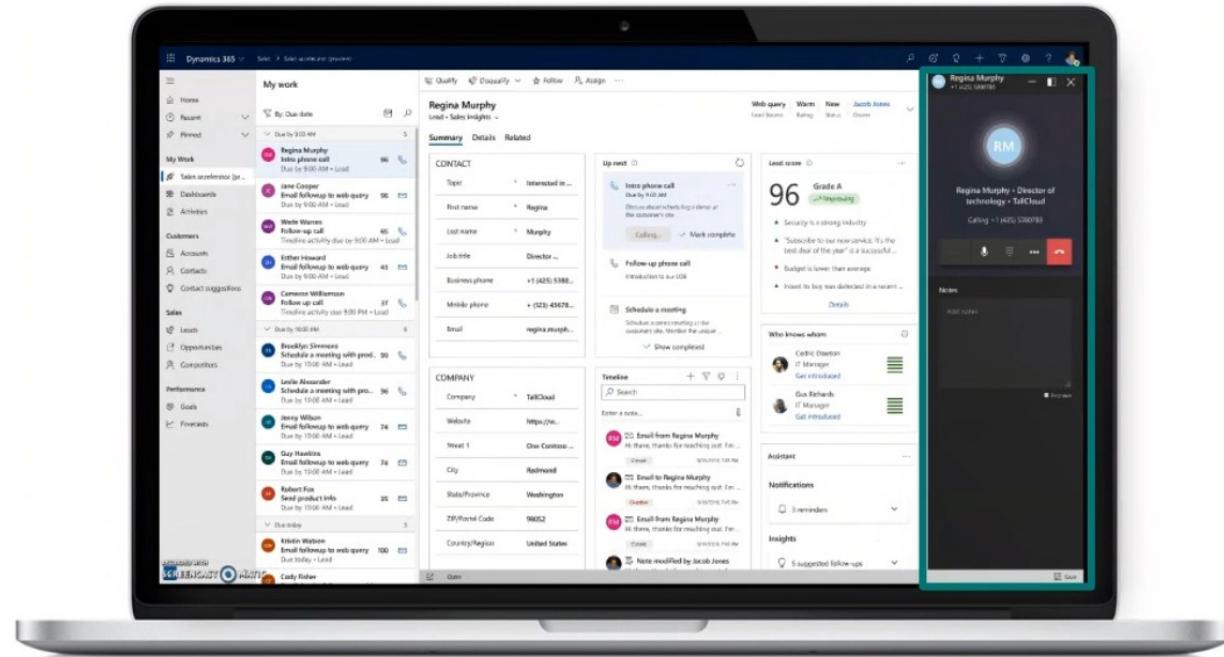
With ability to show recommendation and next best action in the workflow

Realtime Forecasting & conversation monitoring

To allow sales management and operation to make quick decisions and adopt to changes

Bringing the new **Sales Accelerator** capabilities to Dynamics 365 Sales

- Intelligent work queue
 - Next best customer
 - Activities prioritization
 - View, filter, and sort activities
 - Action buttons
- Holistic view
 - Suggestion and reminders
 - Teams collaboration
 - Customer information
- Automation with Sequences
 - Sequence management
 - Sequence run time
- Multi-channel
 - Dialer integration
 - E-mail template
 - Set an appointment



Dynamics 365 Sales Hub Sales > Sales accelerator (preview)

Save Save & Close + New Delete Refresh Collaborate Qualify Create PDF Email as PDF : Softphone dialer

My work

By: Due date ▾

HT vs vs Due by 4:42 PM • Lead 24

KW Kim Williamson vs vs Due by 4:42 PM • Lead 24

EB Ethan Boyd vs vs Due by 4:42 PM • Lead 24

LT Laverne Tourner vs vs Due by 4:42 PM • Lead 24

Yesterday 1

Nikhil Kakkireni NK Phone call to the customer 93 Due by 5/5/2020 3:31 PM • Lead

Last 7 days 2

HT Helen Thomas First email 24 Due by 4/5/2020 4:55 PM • Lead

MP Michael Philips First email 93 Due by 4/5/2020 4:55 PM • Lead

Last 30 days 2

T This is an important thing to remem... intro email 54 Due by 21/4/2020 12:45 PM • Opportunity

E Expressed interest in Havells line of D... intro email 42 Due by 17/4/2020 2:15 PM • Opportunity

10 items Last updated at 7:52 PM

HT Helen Thomas Lead • Sales Insights

Partner Lead Source Warm Rating New Status Kenny Smith Owner

Lead to Opportunity Sale... Active for 15 days Qualify (15 D) Develop Propose Close

Summary Relationship Analytics Details Related

CONTACT

Topic * Interest in product

First Name * Helen

Last Name * Thomas

Job Title ---

Business Phone (704) 328-7330

Mobile Phone ---

Email sampat.patil@outlook.com

Tower ---

Electronics ---

Engine ---

Covers ---

Up next

Description of new product Due by 4/4/2020 6:30 AM Added by you

Call Mark complete

First email Due by 4/5/2020 4:55 PM

Show completed

Timeline

Search timeline

Enter a note...

Activity Suggestions (preview)

No new activity suggestions for this lead

Contoso Call Summary Contact (704) 328-7330 Channel CIF-Twilio Time spent 00 Started On 9:31:06 AM Activity Phone call

Call Notes Add Notes

Softphone dialer



Call Summary

Contact
(704) 328-7330

date	4	
Pick mail	24	
8:30 PM • Lead		
use mail	24	
8:30 PM • Lead		
aldes mail	24	
8:30 PM • Lead		
• Tourner	24	<input checked="" type="checkbox"/>
8:29 PM • Lead		
y	1	
Cakkireni call to the customer	93	
5/5/2020 3:31 PM • Lead		
lys	2	
Thomas mail	24	
4/5/2020 4:55 PM • Lead		
I Philips mail	93	
4/5/2020 4:55 PM • Lead		
lays	2	
an important thing to remember		
mail	54	
21/4/2020 12:45 PM • Opportunity		

Neron Pick

Lead • Sales Insights

Lead to Opportunity Sales...
Active for 15 days

Qualify (15 D)

Lead Source: ---, Warm Rating: ---, New Status: ---, Owner: Kenny Smith

Develop

Propose

Close

Thank you for your interest (Web site)

Up next

Find

Due

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Introducing new bottoms-up sales forecasting

A Forecast that works for your organization

- Customize the forecast to fit your unique sales process

Focus on the right deals

- Enable sellers to intuitively manage their pipeline, prioritize the right opportunities and see direct impacts on the forecast

Predict your Forecast more accurately

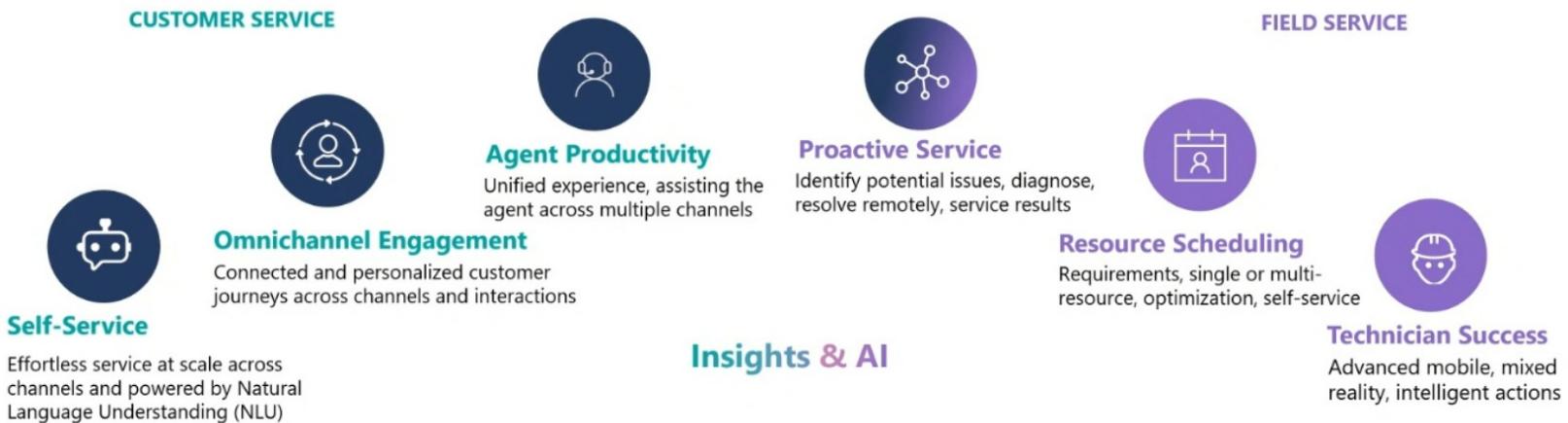
- AI-driven forecast improves the accuracy of your projections from Day 1

Intuitive Pipeline Management

- An inline editable grid allows sellers to see the underlying deals and make modifications as needed

The screenshots illustrate the Dynamics 365 Sales Forecasts feature. The top screenshot shows a grid of opportunities for 'Hilda Cavallari's opportunities - Q1 FY2019'. The grid has four columns: Pipeline, Best case, Committed, and Won. Each row represents an opportunity with details like owner, estimated revenue, and estimated close date. The bottom screenshot shows a detailed view of the same opportunities, with a table of opportunities and an 'Adjust' button for one of them.

End to End Customer Engagement



coffee machine troubleshooting

ALL IMAGES VIDEOS MAPS NEWS SHOPPING

1,860,000 Results Any time ▾



How to Troubleshoot a Delonghi Coffee Maker

- Step 1. De-scale the drip coffee maker if the coffee takes longer than normal to brew.
- Step 2. Rinse the machine thoroughly using clean water and no coffee if...
- Step 3. Grind the coffee properly if the consistency is wrong or the coffee takes too long to make.
- Step 4. Scrape the dry coffee residue from...

More ...

How to Troubleshoot a Delonghi Coffee Maker | Hunker
www.hunker.com/13408388/how-to-troubleshoot-a-delonghi-coffee-maker

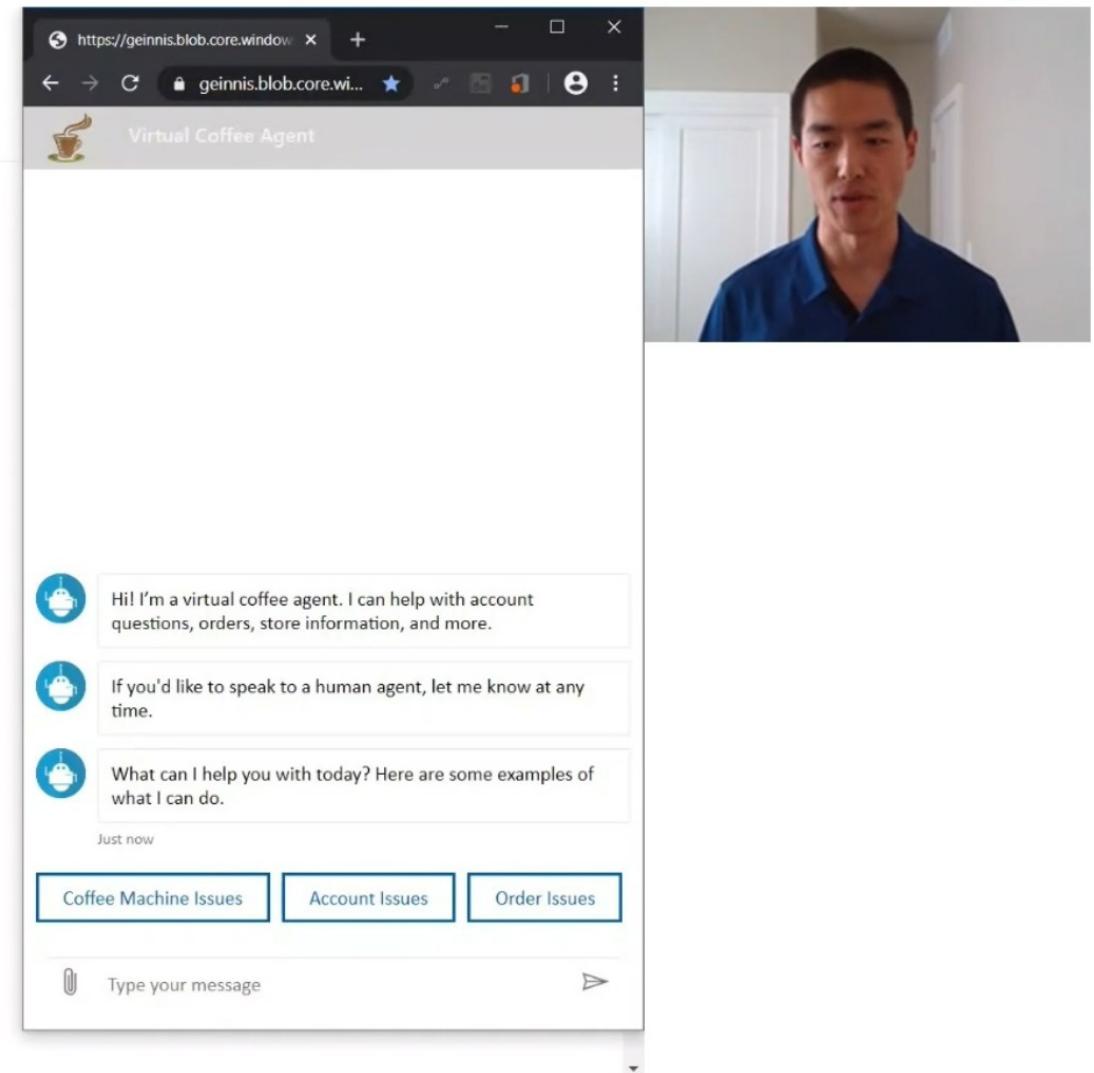
Was this helpful?  

PEOPLE ALSO ASK

Why is my coffee vending machine not working? ▾

What are the problems with coffee machines? ▾

https://geinnis.blob.core.windows.net/ Virtual Coffee Agent



Hil I'm a virtual coffee agent. I can help with account questions, orders, store information, and more.

If you'd like to speak to a human agent, let me know at any time.

What can I help you with today? Here are some examples of what I can do.

Just now

Coffee Machine Issues Account Issues Order Issues

Type your message 

Dynamics 365 Customer Service Hub Service > Devices > Jittery Joe Coffee Machine

Save Save & Close New Device details Deactivate Delete Register Devices Send Command Connect Device Pull Device Data

Jittery Joe Coffee Machine
Customer Asset

Summary Command History Device Readings Alerts Related

Send Command Advanced Cancel

New location
Send the command and close the form

Command Details

Customer Asset **Jittery Joe Coffee Machine**

Command **Reset Coffee Machine**

Message

Switch View {}

CommandName
Reset Coffee Machine

▼ Parameters {
Coffee Machine Reset Command

18:00 00:00 06:00 12:00

Microsoft Dynamics 365 for Project Operations

Project Sales	Multiple contract types	Lead to Quote processes	Quote revisions	Quote to Project processes
Project planning	WBS	Interactive Gantt and Kanban boards	Co-authoring	Dependencies and constraints
Resource Management	Skills Management	Requirements and Bookings infrastructure	Configurable filters, and search	Reconciliations for bookings and assignments
Time, expense entry and approval	Intuitive web and mobile experiences for entry	Options for approvers to edit	Deep Expense management	
Project costing, pricing and Actuals	Configurable dimensions for cost, sales and purchase pricing	Catalog pricing for products and services	Corrections of actuals and integration to Financial system	
Invoicing	Periodic Invoices	Word-based invoice templates	Configurable summarization	Invoice Corrections
Project Financials	Revenue Recognition	Committed costs	Retainage and Pay-When-Paid	Taxes and Exchange rates

Dynamics 365 Project Operations Projects > Projects > Morrisiana Clinic Setup

(New Project, Copy Project, Deactivate, Open in Project, Delete, Refresh, Collaborate, Process, Share, Email a Link, Flow, ...)

Morrisiana Clinic Setup
Project

5/28/2020 6:00 PM Due Date | \$0.00 Estimated Labor Cost | 12 Overdue Expenses | 4 Outstanding Invoices

Project Service - Project ... Active for 24 hours

Timeline: New (24 Hrs) → Quote → Plan → Deliver → Complete → Close

Tasks: Summary, Budget vs Spend by Role, **Tasks** (selected), Team, Resource Assignments, Resource Reconciliation, Estimates, Tracking, Sales, ...

Grid View: Filters (0), Group members

	Name	Start	Finish	Duration	Effort	Assigned to
1	Site Survey	5/4/2020	5/12/2020	7 days	72 hours	
2	Survey Location	5/4/2020	5/11/2020	6 days	48 hours	Spencer Low
3	Application and Permits	5/11/2020	5/12/2020	3 days	24 hours	William Contoso
4	Staffing and Procedures	5/13/2020	5/20/2020	6 days	128 hours	
5	Finalize Medical Staff	5/13/2020	5/18/2020	4 days	32 hours	
6	Non-Medical Volunteer Setup	5/13/2020	5/20/2020	6 days	48 hours	
7	Clinic equipment and procurement	5/13/2020	5/20/2020	6 days	48 hours	
8	Entry and Administration	5/21/2020	5/25/2020	3 days	24 hours	

Add new task

Finance & Operations

From reactive to proactive

Dynamics 365

Make

Trade

Service

Finance and HR

Guides

Hands-free, mixed reality-based learning and operational scenarios; now with Guides content accessible through CDS entities

Connected Manufacturing

IoT for predictive maintenance and automation

Overall Equipment Effectiveness

Reduce costs by optimizing most impactful measures to improve performance, maximize availability, and reduce waste

From reactive to proactive

Dynamics 365

Make
Trade
Service
Finance and HR

E-commerce

Intelligent, personalized, scalable, omnichannel commerce

Fraud Protection

Account protection and loss prevention

Connected Store

Digital signals from the physical world

Planning Optimization

In-memory, near real-time planning

From reactive to proactive

Dynamics 365

Make
Trade

Service

Finance and HR

Finance Insights

Intelligent payment prediction, customer collections, and cashflow forecasting

Project Operations

Single Solution for project sales, resourcing, time & expense, accounting, and billing

Benefits

Provide employees with an easy-to-use employee experience

Leave and Absence

Request time off easily via Microsoft Teams

The screenshot shows the Microsoft Teams interface with the Human Resources (Preview) app open. The left sidebar includes Activity, Chat, Teams, Calendar, Calls, Files, and Human Res... (highlighted). The main content area displays leave balances:

- Sick: 80 hours
- Vacation: 160 hours
- COVID-19: 80 hours
- Bereavement

A message from "Human Resources Preview" at 1:20 PM states: "Here's what I found for your balances. For more details about a specific leave type, try typing "View vacation balance details".

At the bottom, a "What can I do?" button and a "Type your questions here" input field are visible.

Search by keyword

Preview Microsoft

Human Resources (Preview) Chat Time off Settings About

vacation balance details

- Sick 80 hours
- Vacation 160 hours
- COVID-19 80 hours
- Bereavement

1:24 PM take vacation in May

Human Resources Preview 1:24 PM
It looks like you want to take Vacation leave. Here's the leave request I prepared for you. To add more details to this request, select [Edit details](#)

Vacation

Available 160 hours

Start date End date
May 20, 2020 May 28, 2020

Submit Save as draft Edit details

Human Resources Preview is typing

Type your questions here

Attachment icons: A, ☺, GIF, 🤖, ➡, 📁, 📋, 📈, ...

Send button

Kysymyksiä,
kommentteja?



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