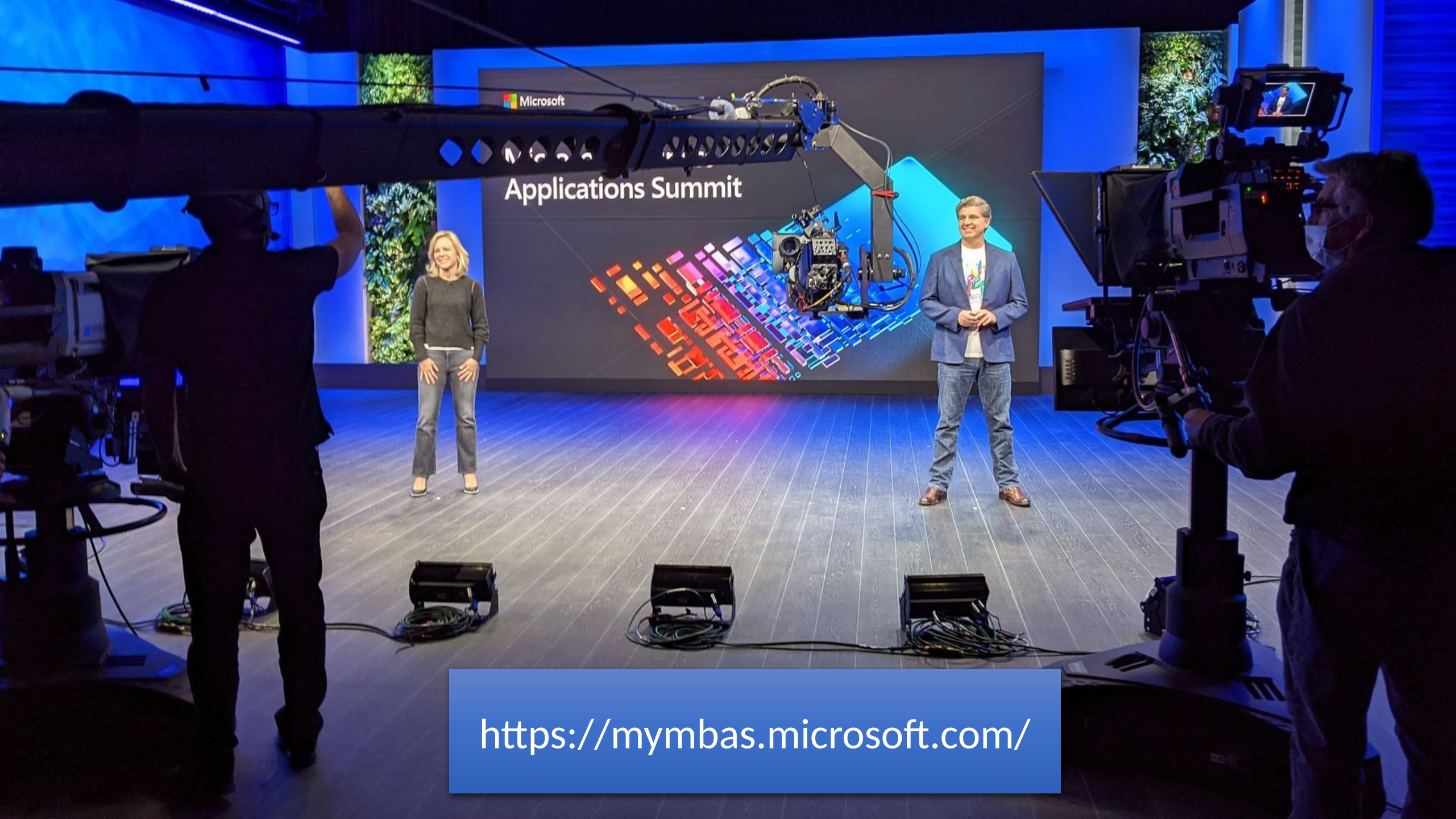


Online-tapaaminen to 14.5. klo 15–16

# 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 daysWed 6Thu 7

Search sessions

Refine results

77 sessionsChronologicalOn 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 Guggenheimer](#), Microsoft Corporation  
[Casey McGee](#), Microsoft

**LIV02**  
Empower your organization with the Microsoft Power Platform

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

[Charles Lamanna](#), Microsoft  
[Arun Ulagarachagan](#), Microsoft

**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

**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

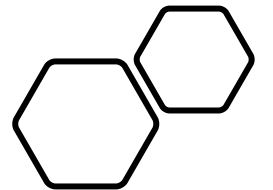
**211k+ EMPLOYEES**

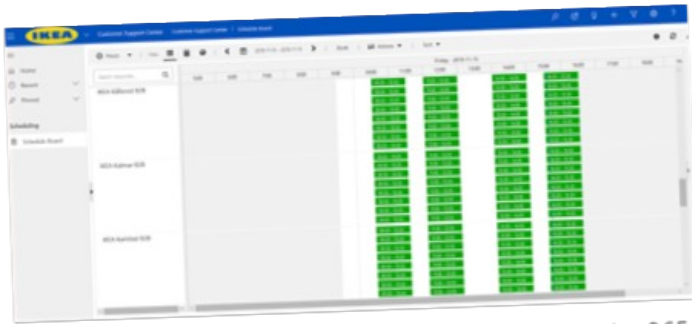
INDUSTRY

**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



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



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



Kitchen sales apps



Supporting flows



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

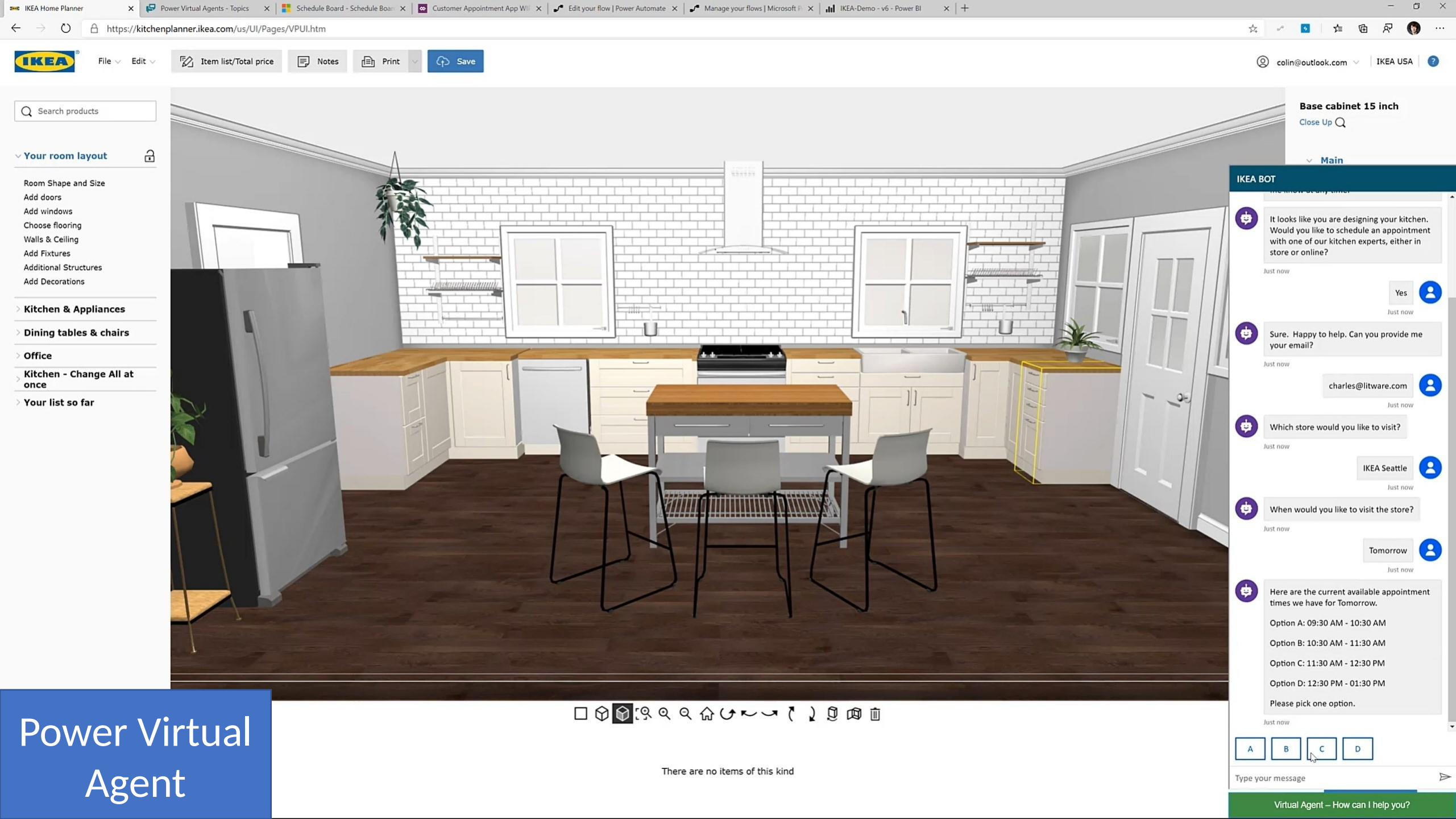


Azure Blob Storage

Supplemental customer information data stored with secure access







Power Virtual  
Agent

Question

Ask a question

Ok. What is your preferred date and time?

Identify

Date and time

Save response as

SpecificDate (date and time)

Action

Power Automate inputs (1)

Date (text) gets value from

SpecificDate (date and time)

PVA - Find available spots

View flow details

Action

Power Automate inputs (1)

Date (text) gets value from

SelectedDate (text)

PVA - Find available spots

View flow details

Power Automate outputs (1) gives value to

AvailableSpots (text)

Question

Ask a question

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





AvailableSpots



Please pick one option.



Identify

Multiple choice options




- 
-  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


Bookable Resource Booking


Avslutad Booking Status Owner


General Related


 Name


 Start Time


 End Time


 Duration


 Resource

 Contact

 Opportunity

 Prefix based on booking

 Mobile Phone

 Customer

2019-11-08

18:15


2019-11-08

10:45

Start/End Meeting


Start

End

 Actual start time


2019-11-08

18:17

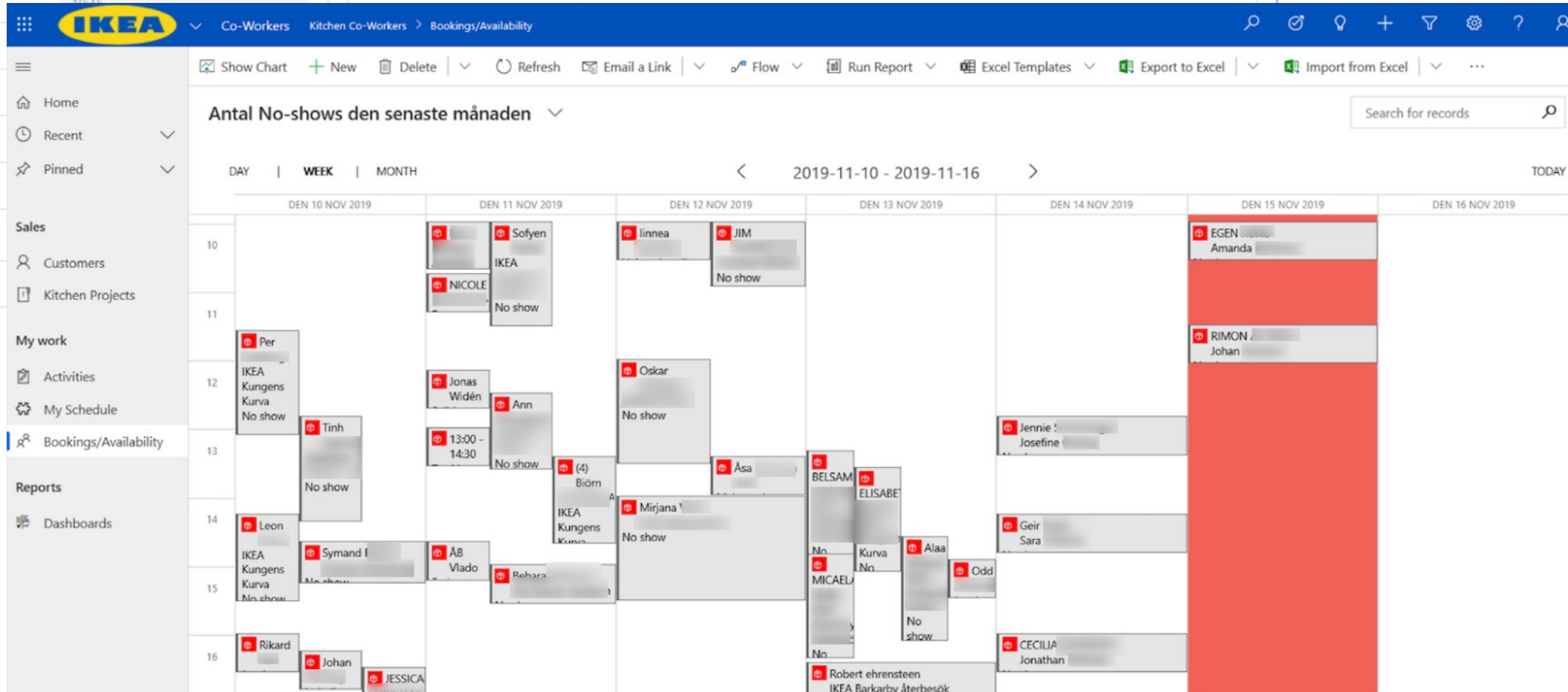
 Actual end time

2019-11-08

20:04

 Actual duration

107 minutes





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

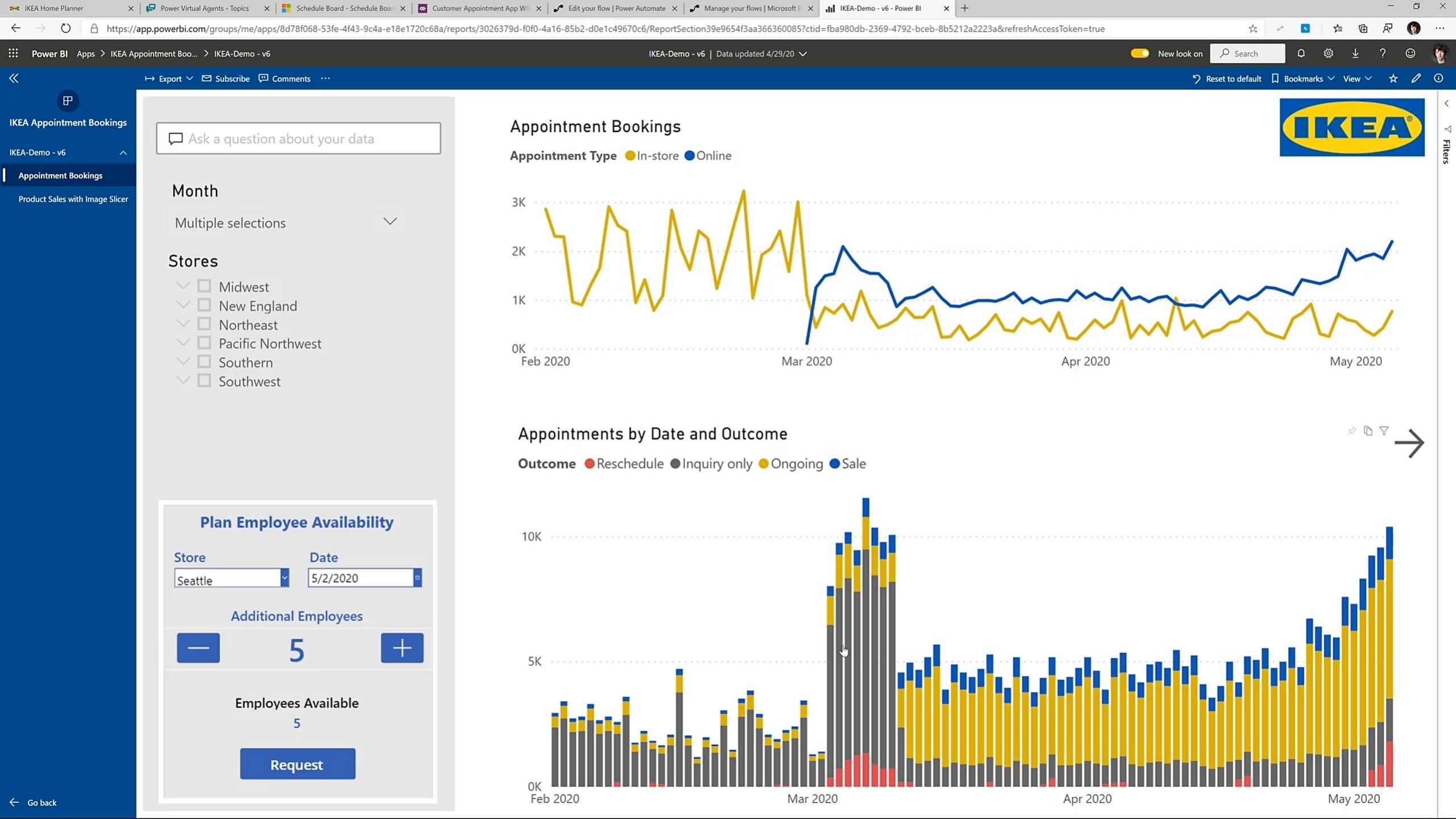
2:00 PM-2:30 PM

Start

Reschedule







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  
4/25/2020 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



**OBBEROENDE**  
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

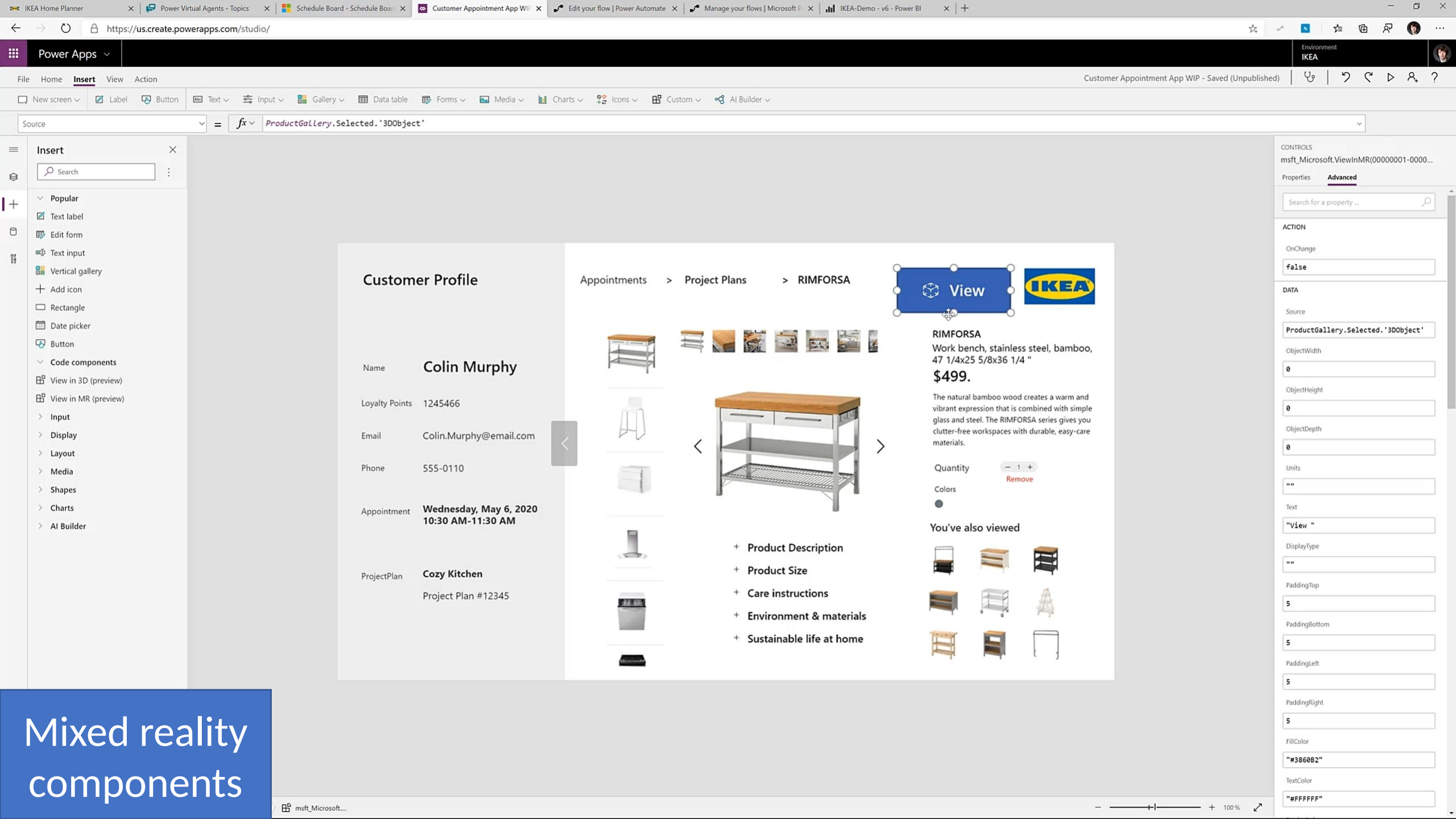
← Back

↶ Reset



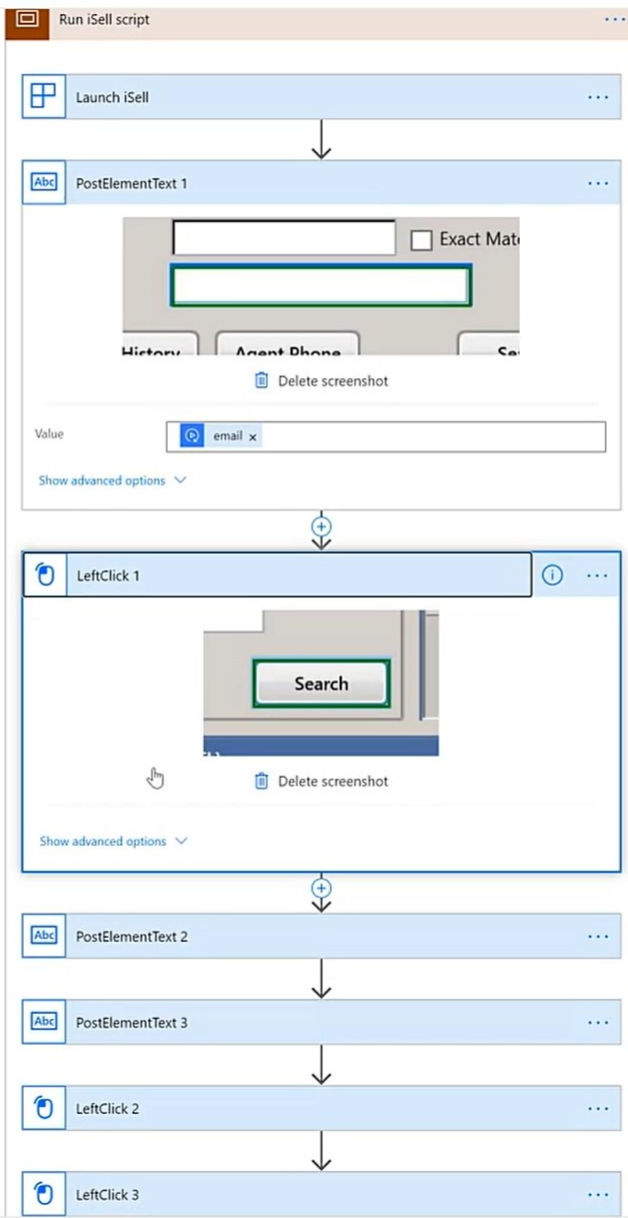
Mixed reality  
components





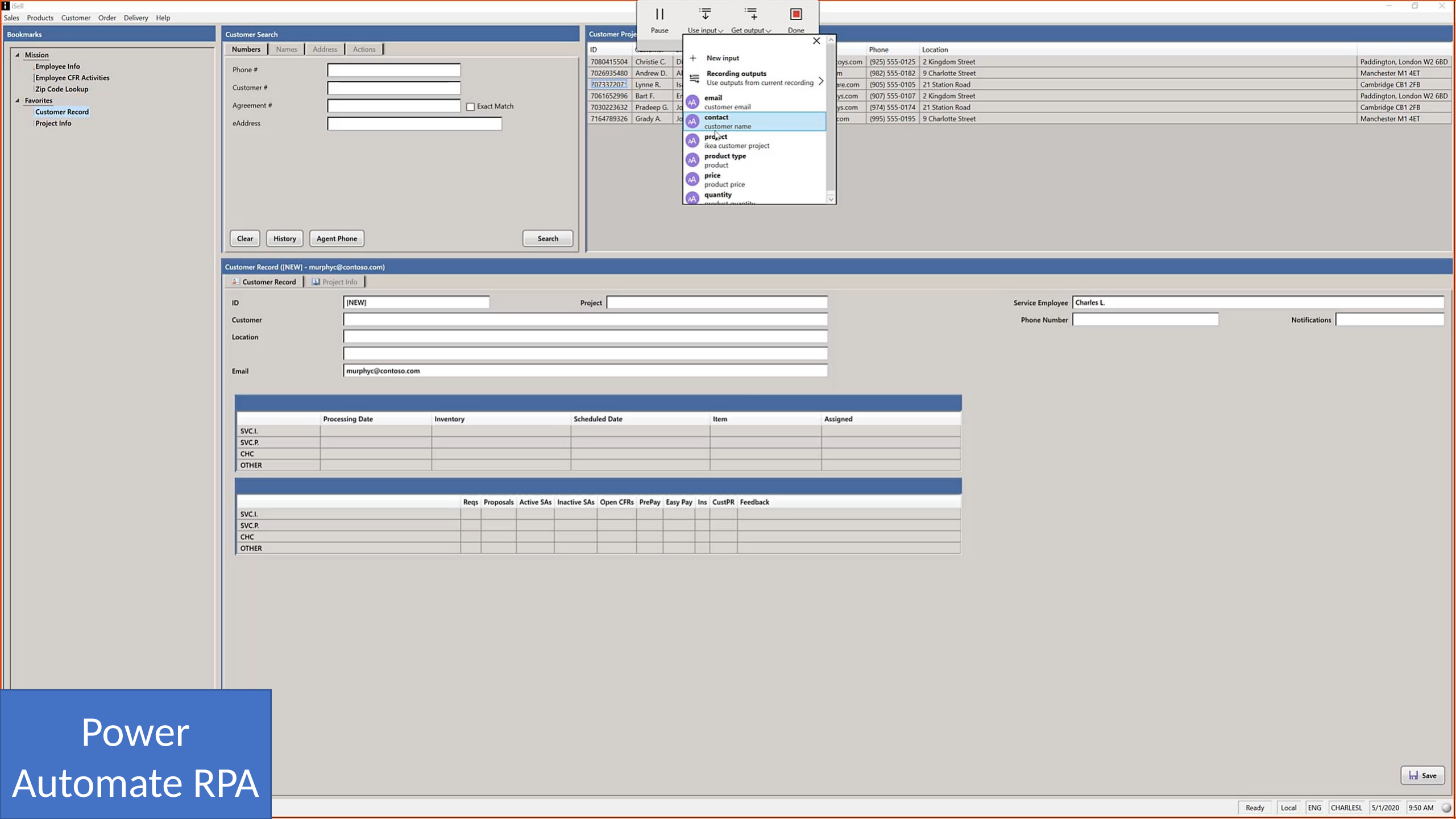
Mixed reality  
components

- ✓ Set up inputs  
Inputs: 6
- ✓ Record and edit steps  
Steps: 1
- ✓ Review outputs  
Outputs: 0
- Test



Power  
Automate RPA





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

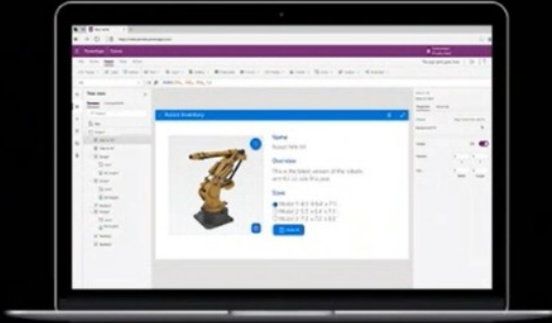
05

Enabling repeatable and scalable enterprise

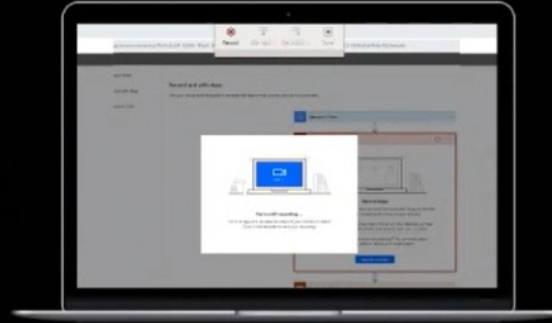
06

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

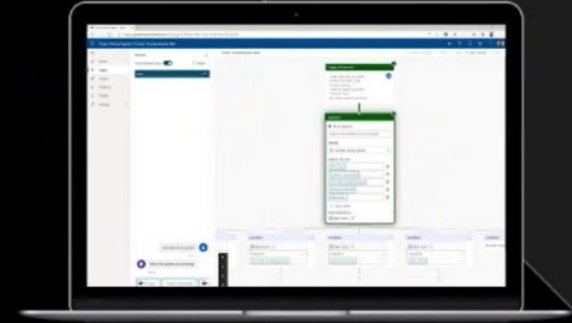
# What are the big MBAS announcements?



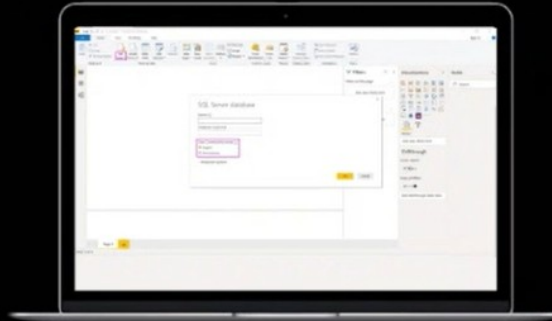
Unlocking the power of Mixed Reality for your apps



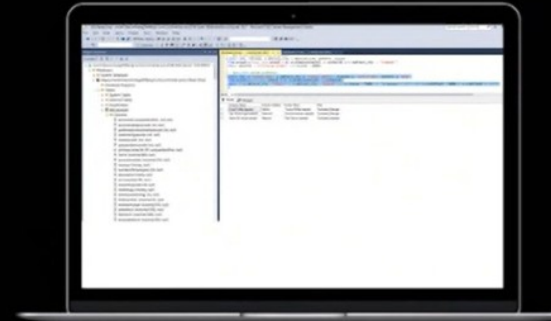
Robotic Process Automation for comprehensive automation capabilities



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

The screenshot shows the Microsoft SQL Server Management Studio interface. The Object Explorer on the left displays the database structure for 'monti1t1ecrmilivsg5048org1.crm2.crmilivie.com,5558'. The main window shows a T-SQL query with nested predicates. The Results pane at the bottom displays the query output as a table with columns: Company Name, Company Address, Contact Name, and Role.

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

MBAS 2020 - Demo.sql - org9ba85f62.crm3.dynamics.com,5555.org9ba85f62 (charles@gregil.onmicrosoft.com (54))\* - Microsoft SQL Server Management Studio

File Edit View Query Project Tools Window Help

org9ba85f62

Execute

Object Explorer

Databases

System Databases

org9ba85f62 (Read-Only)

Database Diagrams

Tables

System Tables

External Tables

GraphTables

dbo.account

Columns

Keys

Constraints

Triggers

Indexes

Statistics

dbo.actioncard

dbo.activitymimeattachm

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.cr5e3\_dates

dbo.cr5e3\_multiselect

dbo.cr5e3\_test\_daughter

dbo.cr5e3\_test\_father

dbo.cr5e3\_test\_father\_cr

dbo.customeraddress

dbo.documenttemplate

dbo.duplicaterule

dbo.emailserversprofile

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.knowledgebasereco

dbo.mailbox

dbo.mailmergetemplate

dbo.metric

dbo.mobileofflineprofile

dbo.mobileofflineprofile

dbo.mobileofflineprofile

dbo.msdyn\_aibdataset

MBAS 2020 - TSQ...icrosoft.com (54))\*

-- 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
8	Facility Supervisor	2020-05-05 12:51:59.000	asdfsdfasdf	0	No
9	Facility Supervisor	2020-04-30 12:49:28.000	ANother great app!	0	No
10	Facility Supervisor	2020-04-30 15:37:16.000	I am trying to connect	1	Yes
11	Charles Lamanna	2020-04-30 16:28:08.000	More information needed	0	No
12	Charles Lamanna	2020-05-01 22:00:12.000	We are not getting enough PPE deliveries	0	No
13	Facility Supervisor	2020-05-02 12:30:48.000	We should have a weekly sync on staffing to lear ...	0	No
14	Charles Lamanna	2020-05-02 13:13:50.000	The leadership team has been supporting us all t...	0	No
15	Charles Lamanna	2020-05-05 12:42:08.000	I couldn't save in a remote wing of the hospital	0	No
16	Charles Lamanna	2020-05-05 12:42:39.000	This has made my job much easier!	0	No
17	Charles Lamanna	2020-05-05 14:02:11.000	We are getting great support. Thanks!	0	No
18	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
1	Fourth Coffee (sample)	Renton	Yvonne McKay (sample)	Purchasing Manager
2	City Power & Light (sample)	Redmond	Scott Konersmann (sample)	Purchasing Manager
3	Alpine Ski House (sample)	Missoula	Paul Cannon (sample)	Purchasing Assistant

Query executed successfully.

org9ba85f62.crm3.dynamics.c... charles@gregil.onmicro... org9ba85f62 00:00:00 3 rows



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

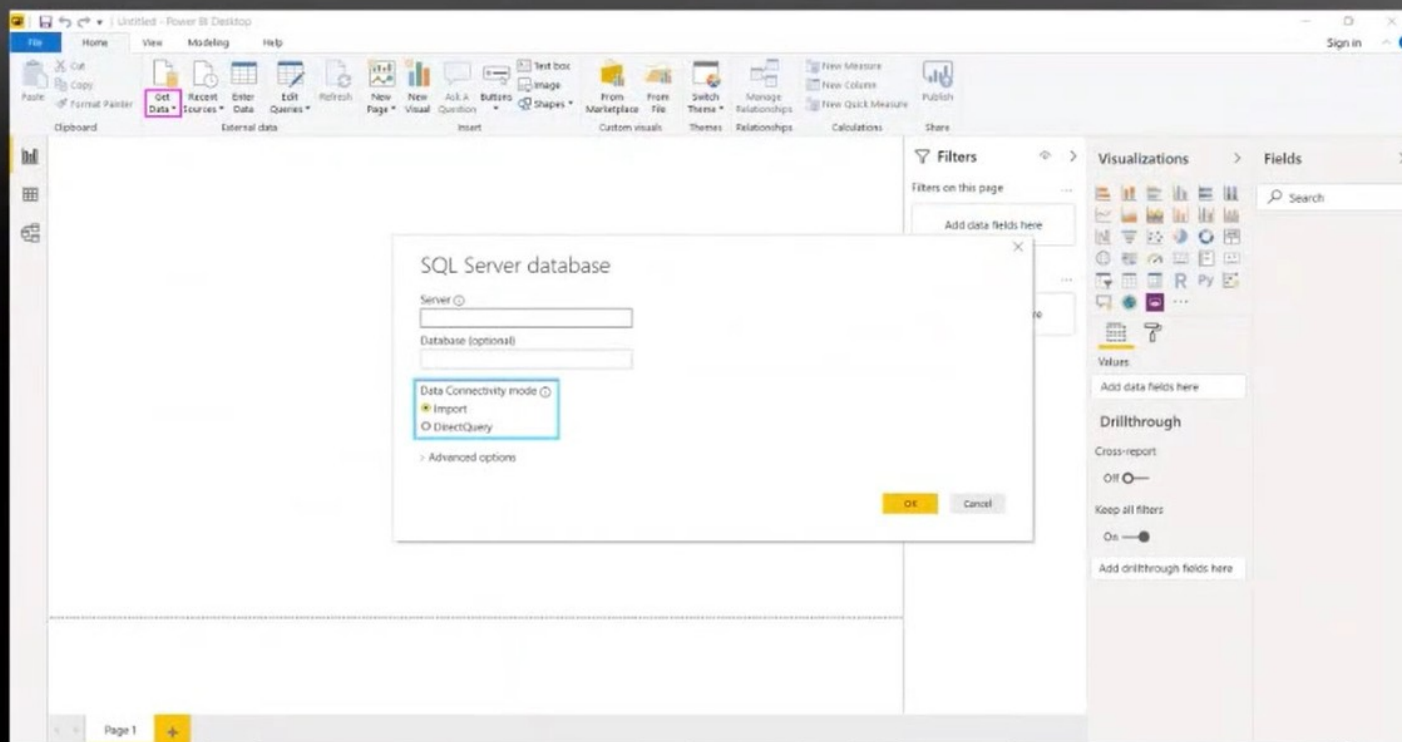


Security “just works:” honors all filtering, trimming and hierarchy in CDS!



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

## Direct Query support for CDS in Power BI







# Data culture

Amazing  
data exploration  
experiences

# #1

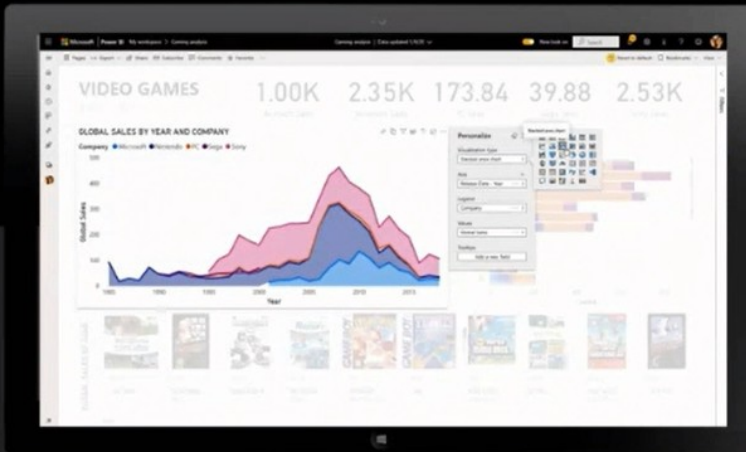
AI infused experiences with  
the familiarity of Office



# Power BI

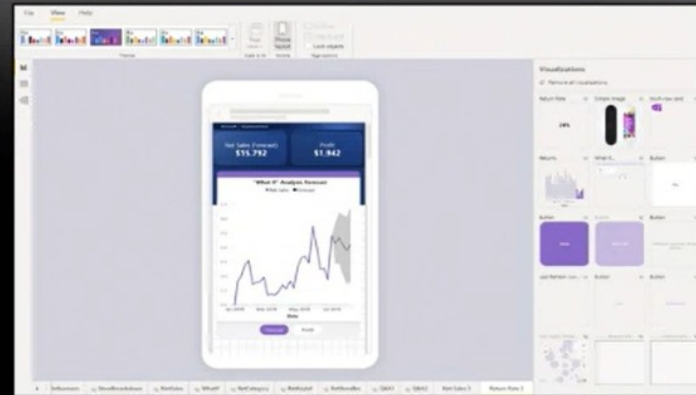
## AI infused experiences with the familiarity of Office MBAS announcements

Amazing experiences



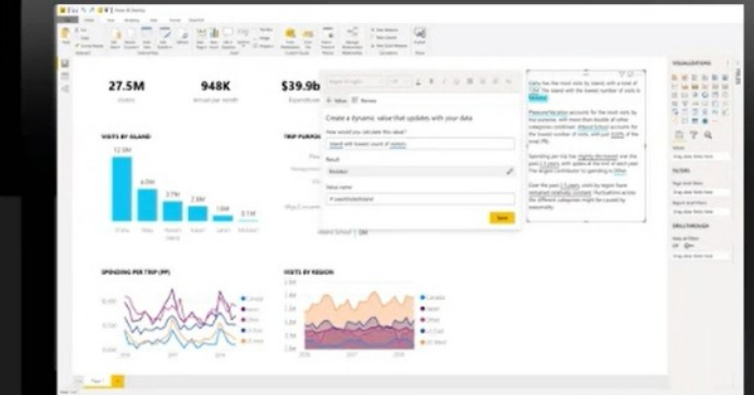
### Visual Personalization for end users

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.

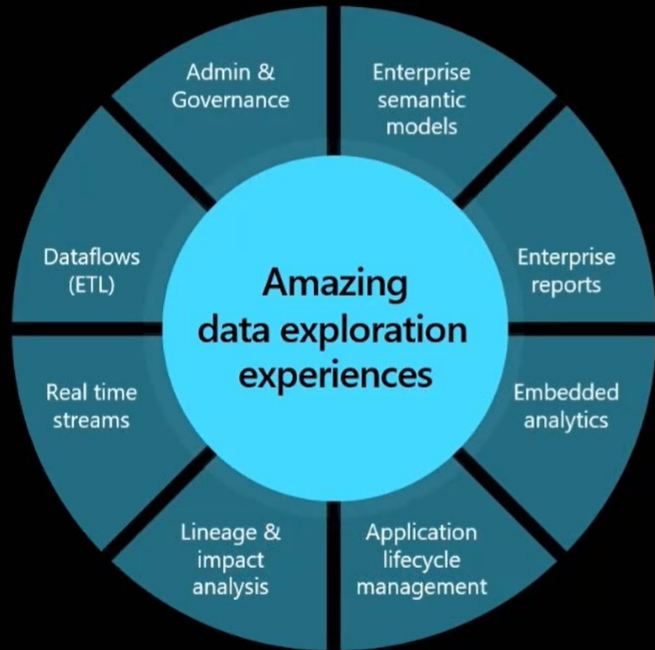


### Smart narratives

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



# Data culture



## #2

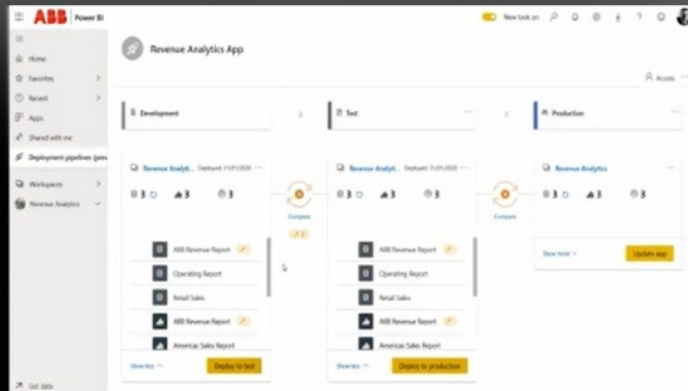
Meet the most demanding  
enterprise needs



# Power BI

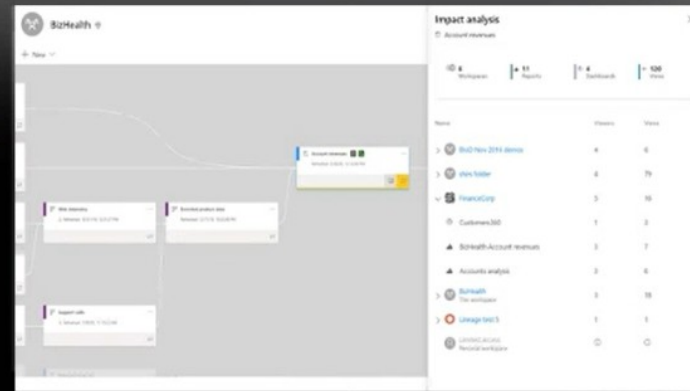
## Meet the most demanding enterprise needs

### MBAS announcements



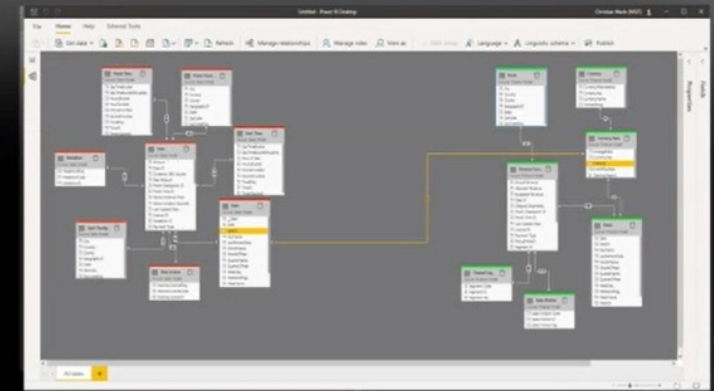
### Application Lifecycle Management

improve efficiency and accuracy with development, test, and production environments



### Lineage and impact analysis

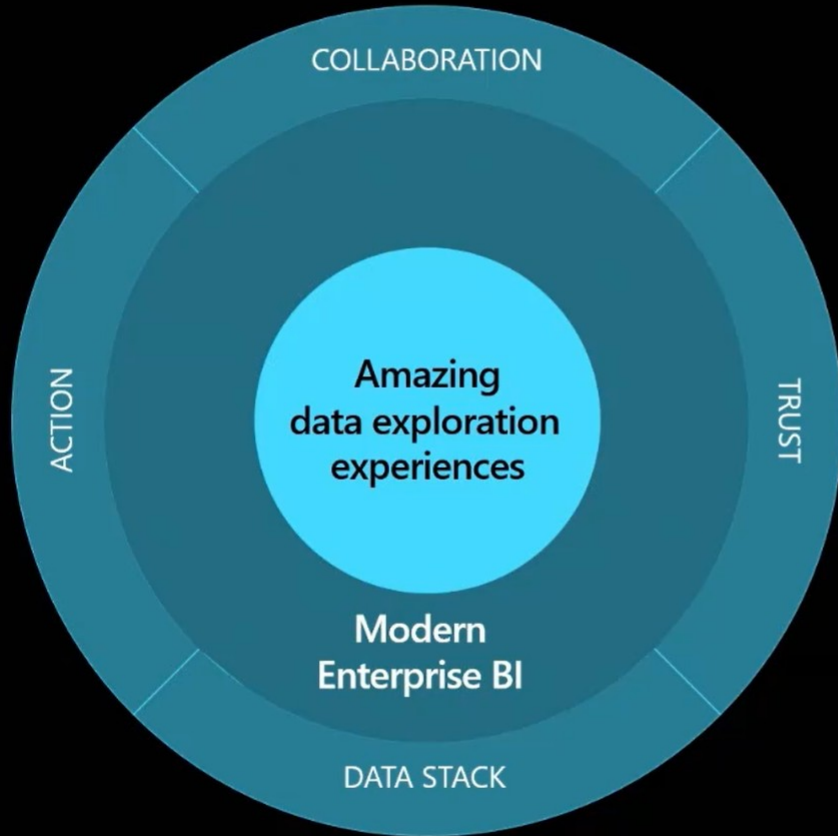
Power BI tracks the lineage of all entities from the data source to the report



### 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

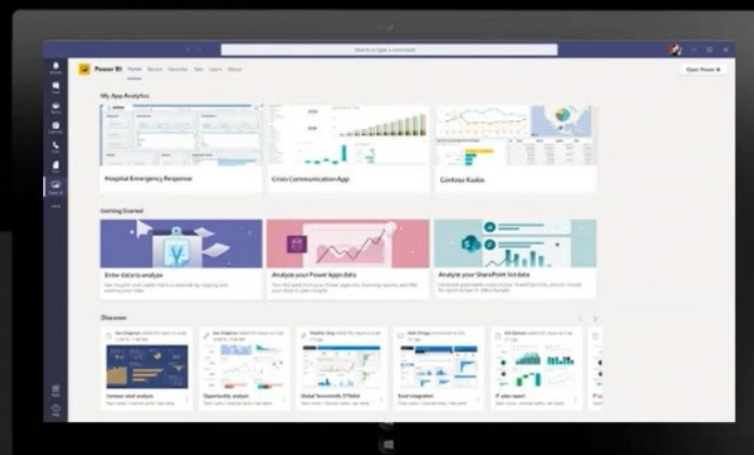




# Power BI

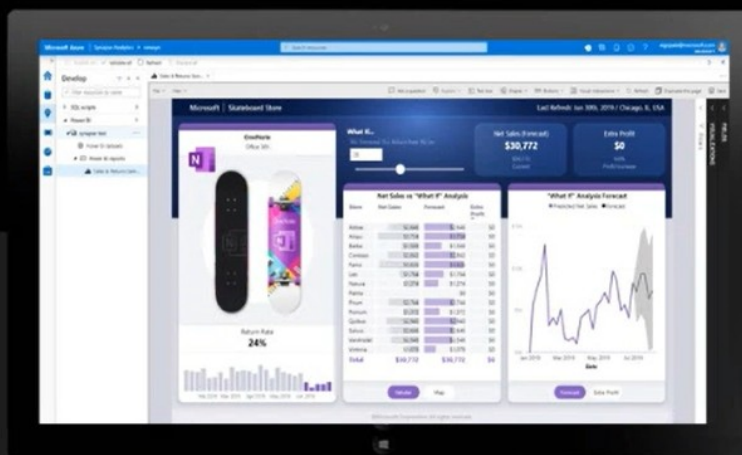
## BI woven into the fabric of the organization

### MBAS announcements



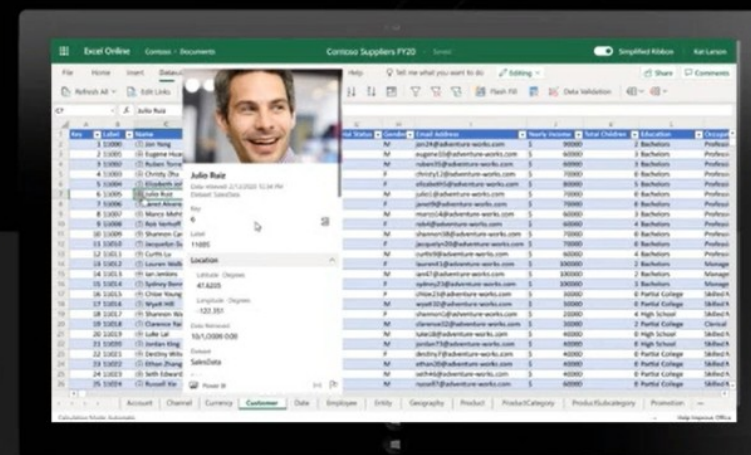
### Power BI in Teams

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



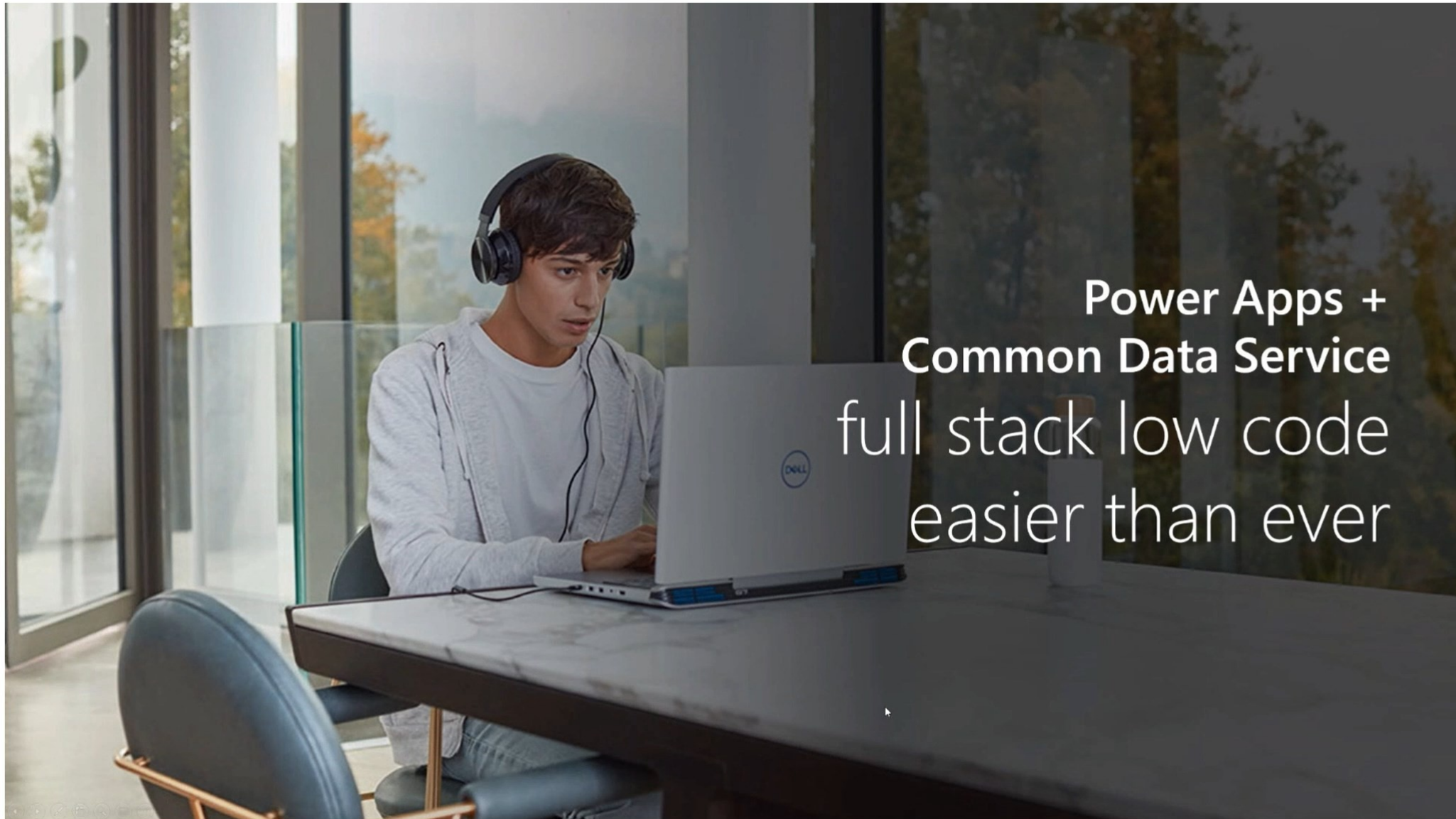
### Azure Synapse

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

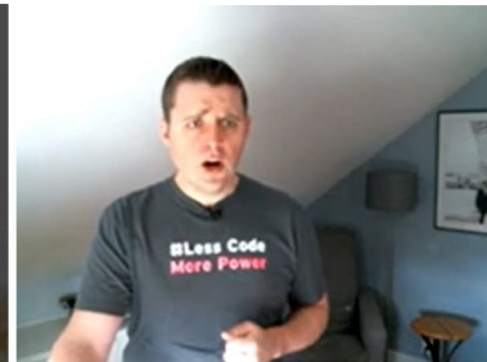


### Power BI datasets in Excel

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

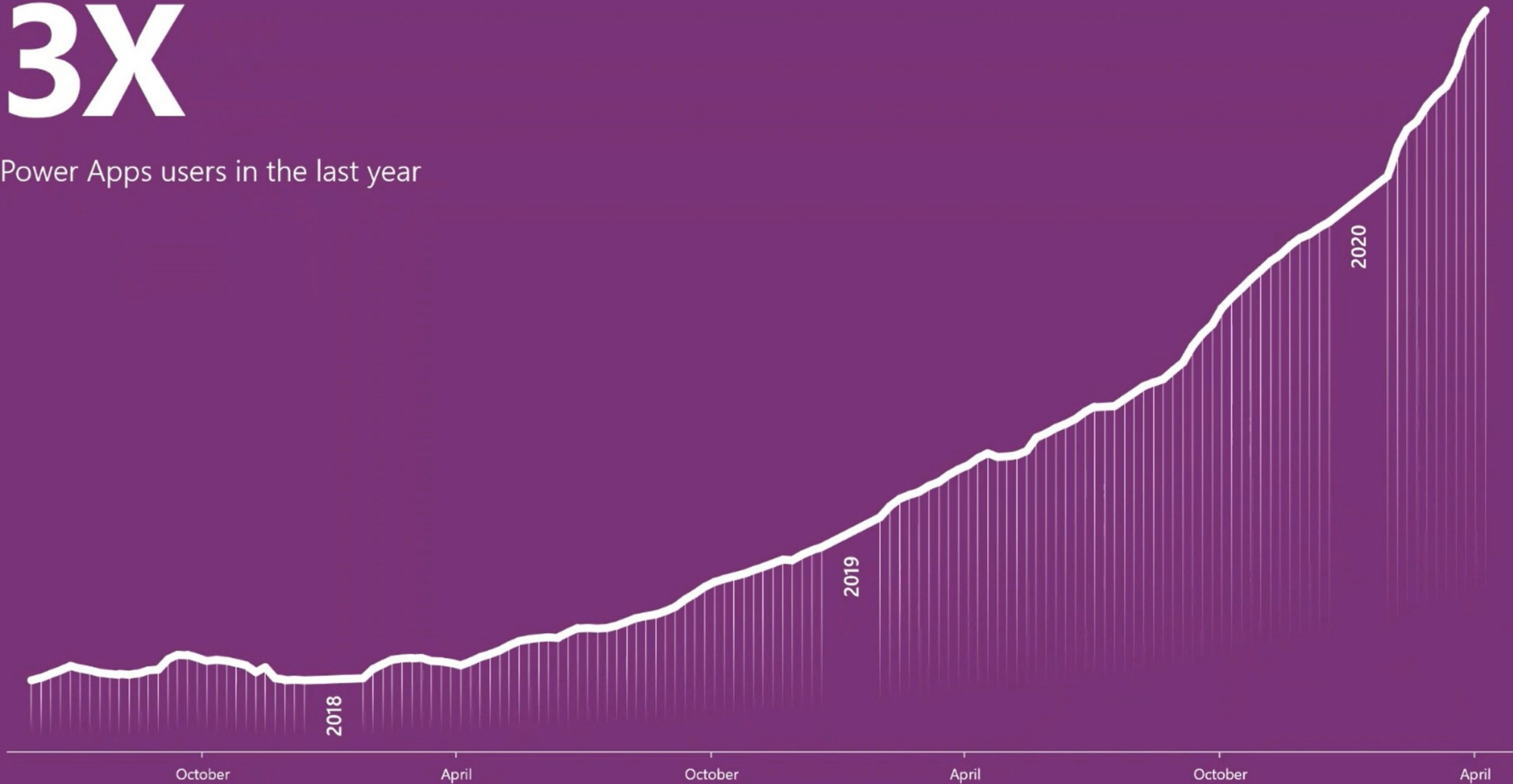


Power Apps +  
Common Data Service  
full stack low code  
easier than ever



# 3X

Power Apps users in the last year



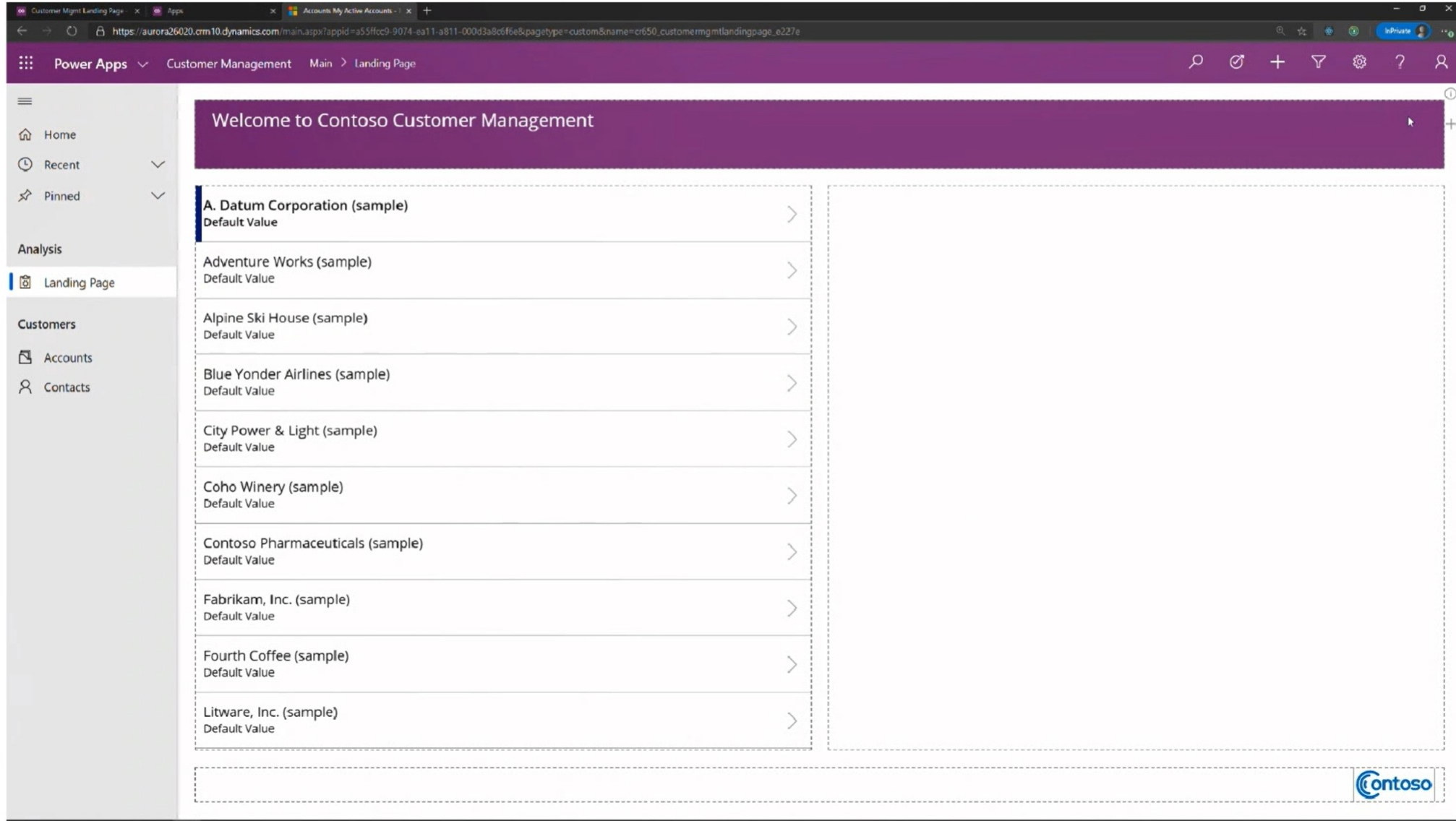


Canvas + Model  
together at last



 Coming soon

# Custom pages converge canvas + model



The screenshot displays a web browser window showing a custom Power Apps page titled "Customer Mgmt Landing Page". The URL in the address bar is [https://aurora26020.cm10.dynamics.com/main.aspx?appid=a55f0c9-9074-ea11-a811-000d3a8c6f6e&pagetype=custom&name=c650\\_customermgmtlandingpage\\_e227e](https://aurora26020.cm10.dynamics.com/main.aspx?appid=a55f0c9-9074-ea11-a811-000d3a8c6f6e&pagetype=custom&name=c650_customermgmtlandingpage_e227e). The page features a purple header bar with the text "Welcome to Contoso Customer Management". Below the header, there is a list of sample customer entries, each with a name and a "Default Value" link. The list includes:

- A. Datum Corporation (sample) Default Value
- Adventure Works (sample) Default Value
- Alpine Ski House (sample) Default Value
- Blue Yonder Airlines (sample) Default Value
- City Power & Light (sample) Default Value
- Coho Winery (sample) Default Value
- Contoso Pharmaceuticals (sample) Default Value
- Fabrikam, Inc. (sample) Default Value
- Fourth Coffee (sample) Default Value
- Litware, Inc. (sample) Default Value

The left sidebar contains navigation options: Home, Recent, Pinned, Analysis, Landing Page (selected), Customers, Accounts, and Contacts. The bottom right corner features the Contoso logo.

# Governance – Practically Applied

## Secure

- ✓ Define and execute on your environment strategy
- ✓ Setup data loss prevention policies
- ✓ Apply the layers of security

## Monitor

- ✓ Review out-of-box analytics
- ✓ Configure audit logs to monitor usage
- ✓ Extract telemetry for ad-hoc reporting

## Alert

- ✓ 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)

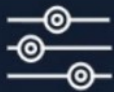
Secure



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



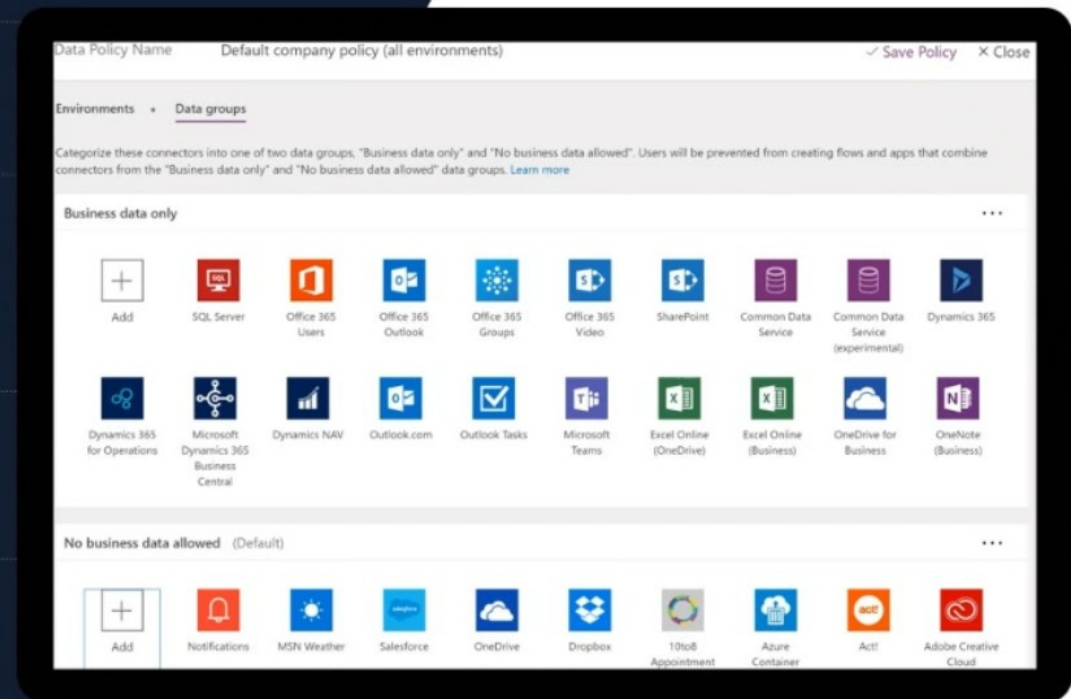
A connector in the Business group can only be used with other connectors from that group in the same app or Power Automate



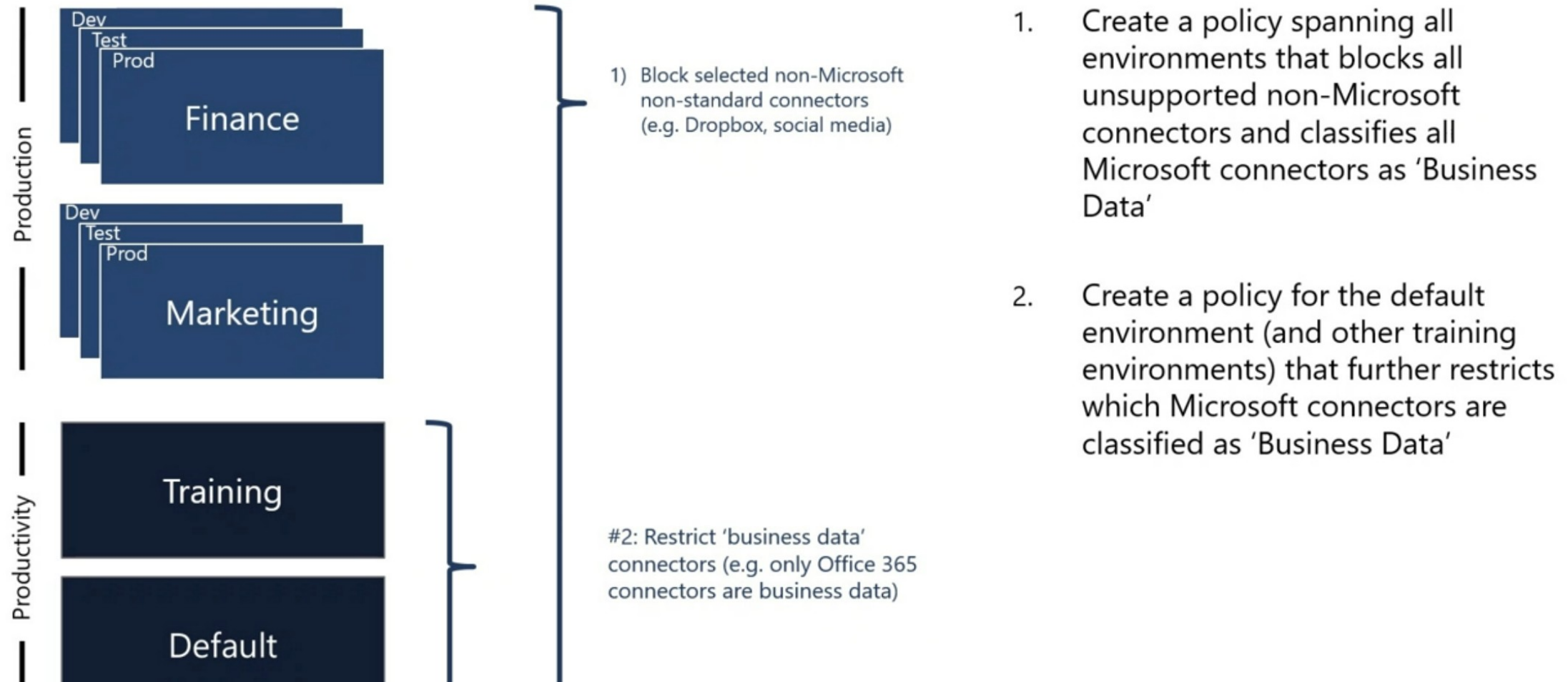
Tenant admins can define policies that apply to all environments



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



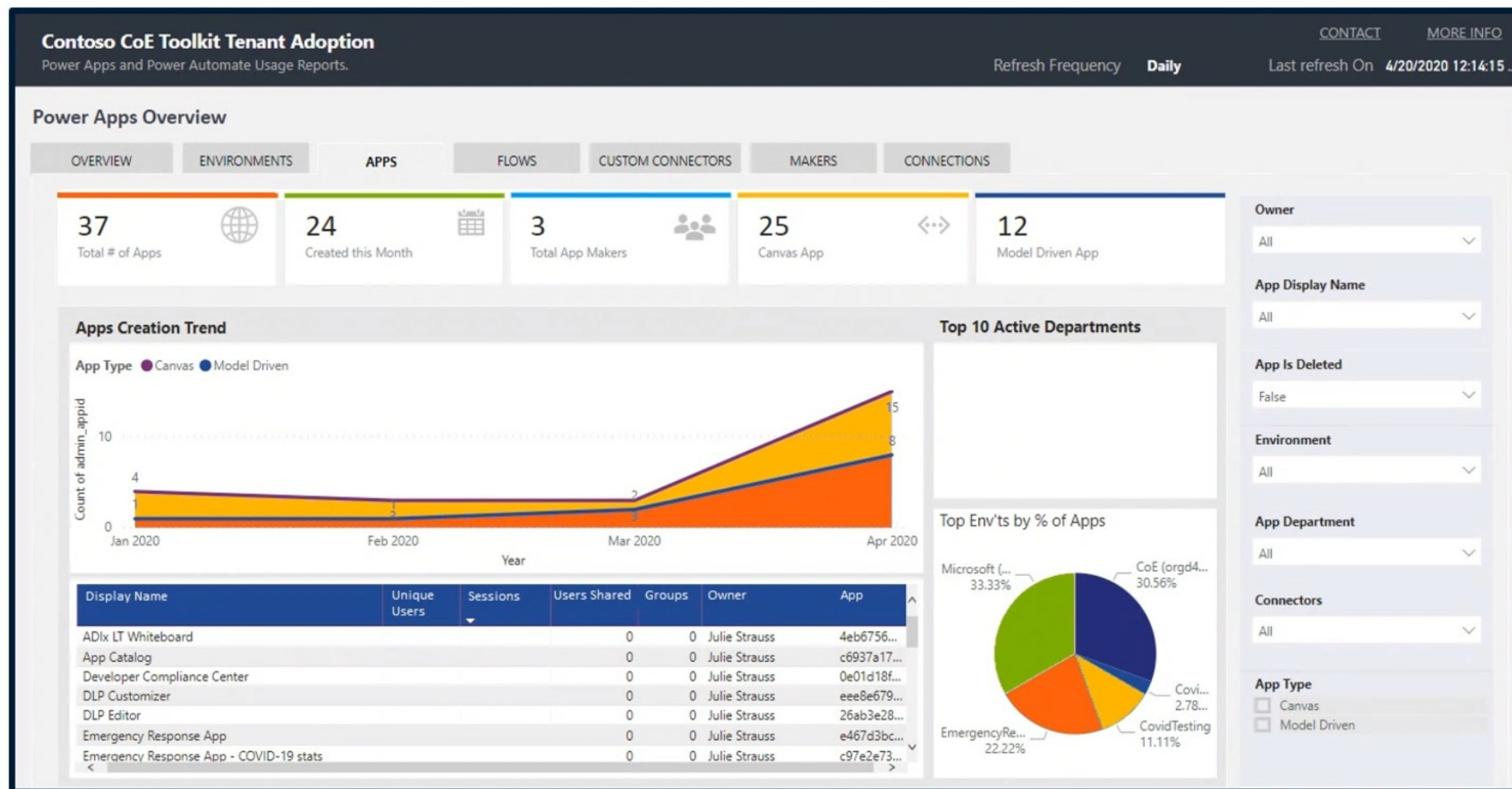
# Environment and data loss prevention setup





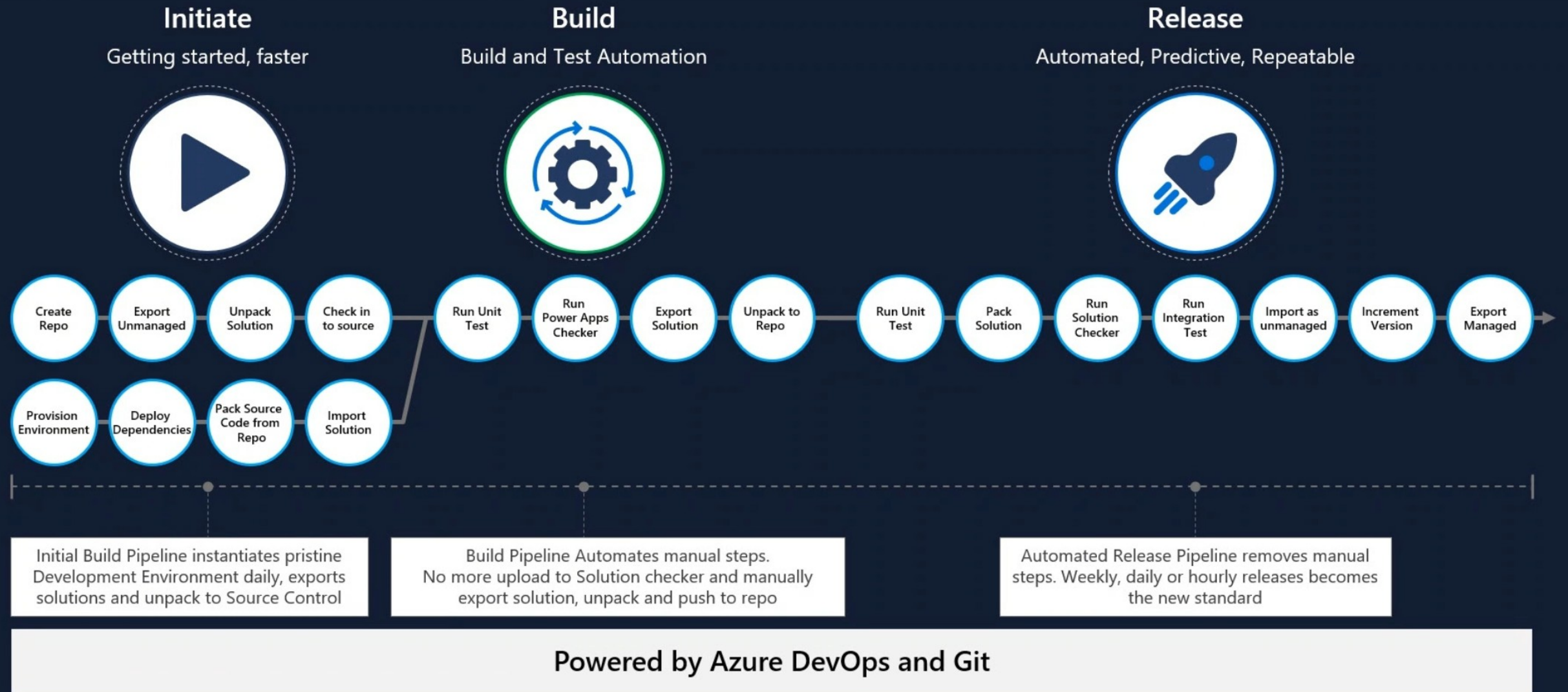
# Cross Tenant Usage Dashboard

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

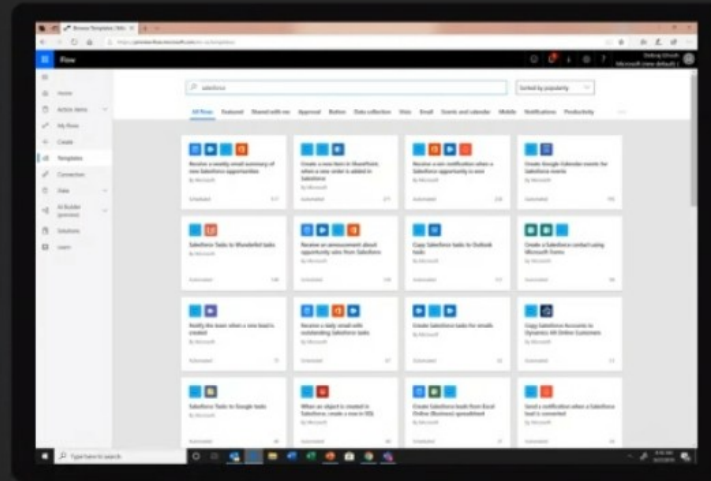


# Power Apps Build Tools

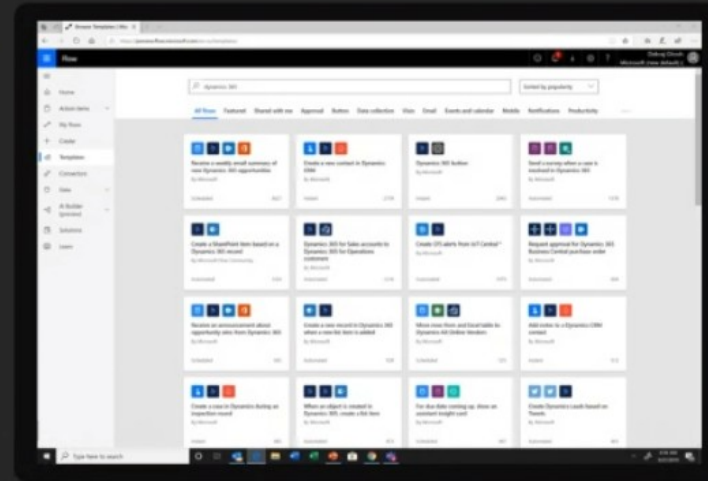
## *ALM Powered by Azure DevOps*



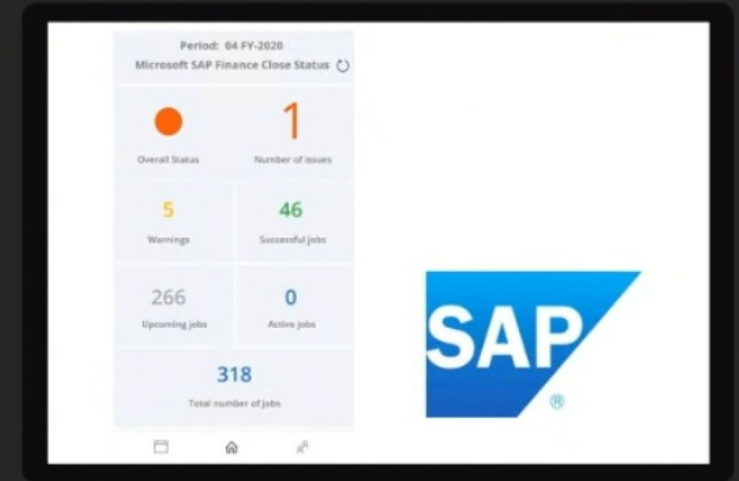
# Easily Automate your Core Operations Processes



Salesforce



Dynamics 365



SAP



# Power Automate With Attended and Unattended RPA



**Attended**



**Unattended**

	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*



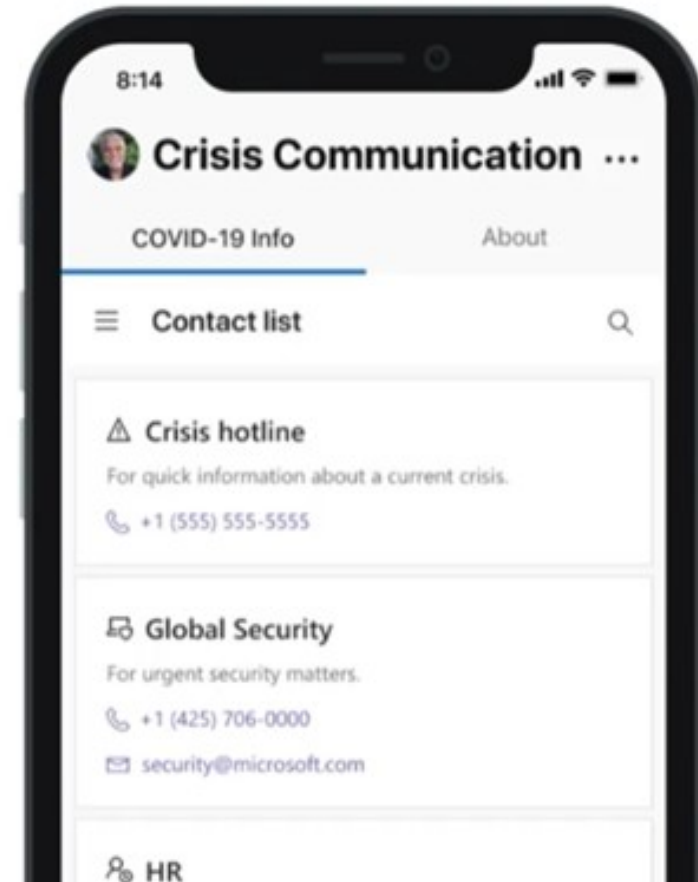
# Teams



Coming Soon

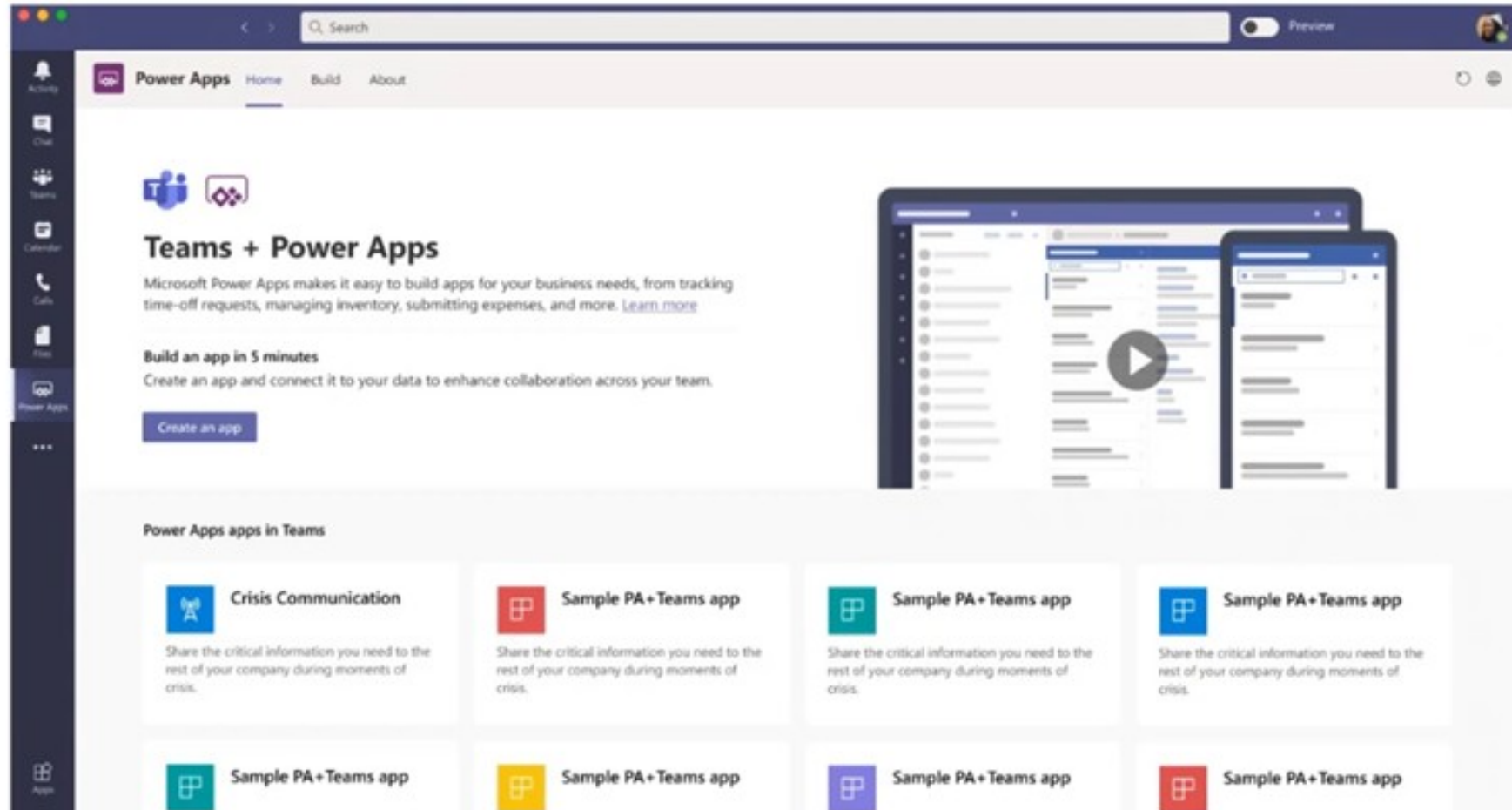
# Power Apps for Teams Mobile

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



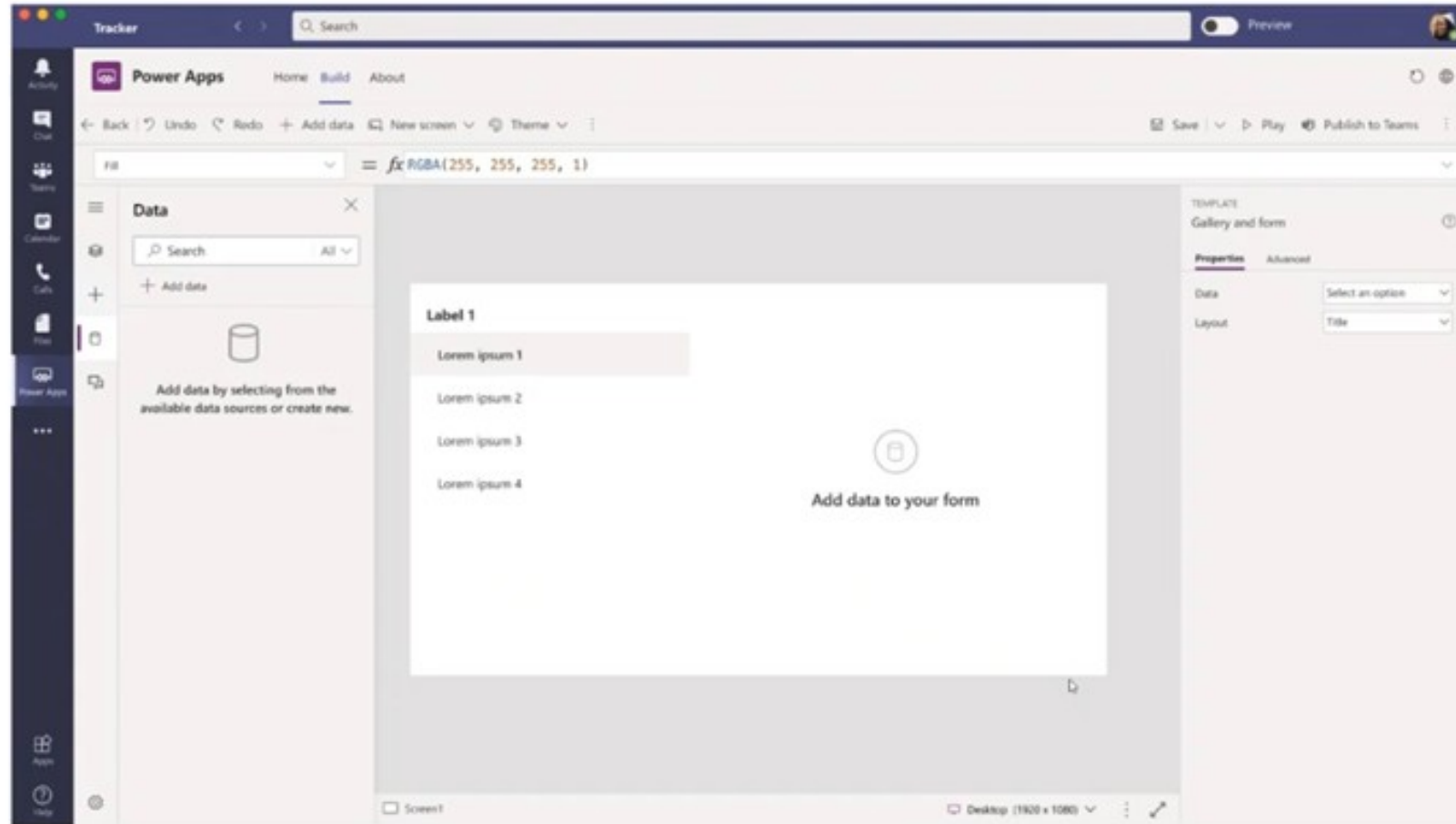
 Coming Soon

# Customize Teams with Power Apps studio embedded



 Coming Soon

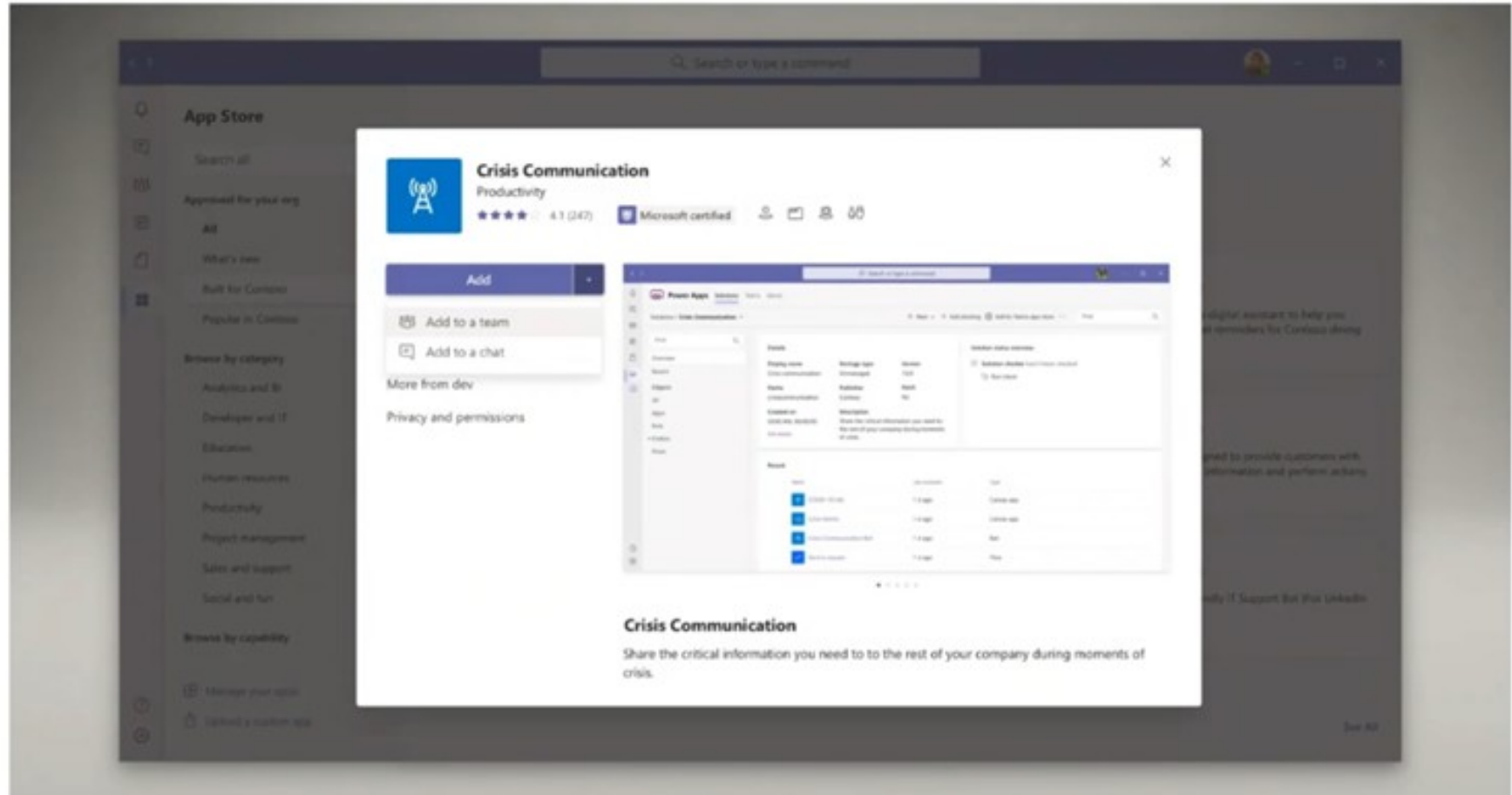
# Customize Teams with Power Apps studio embedded

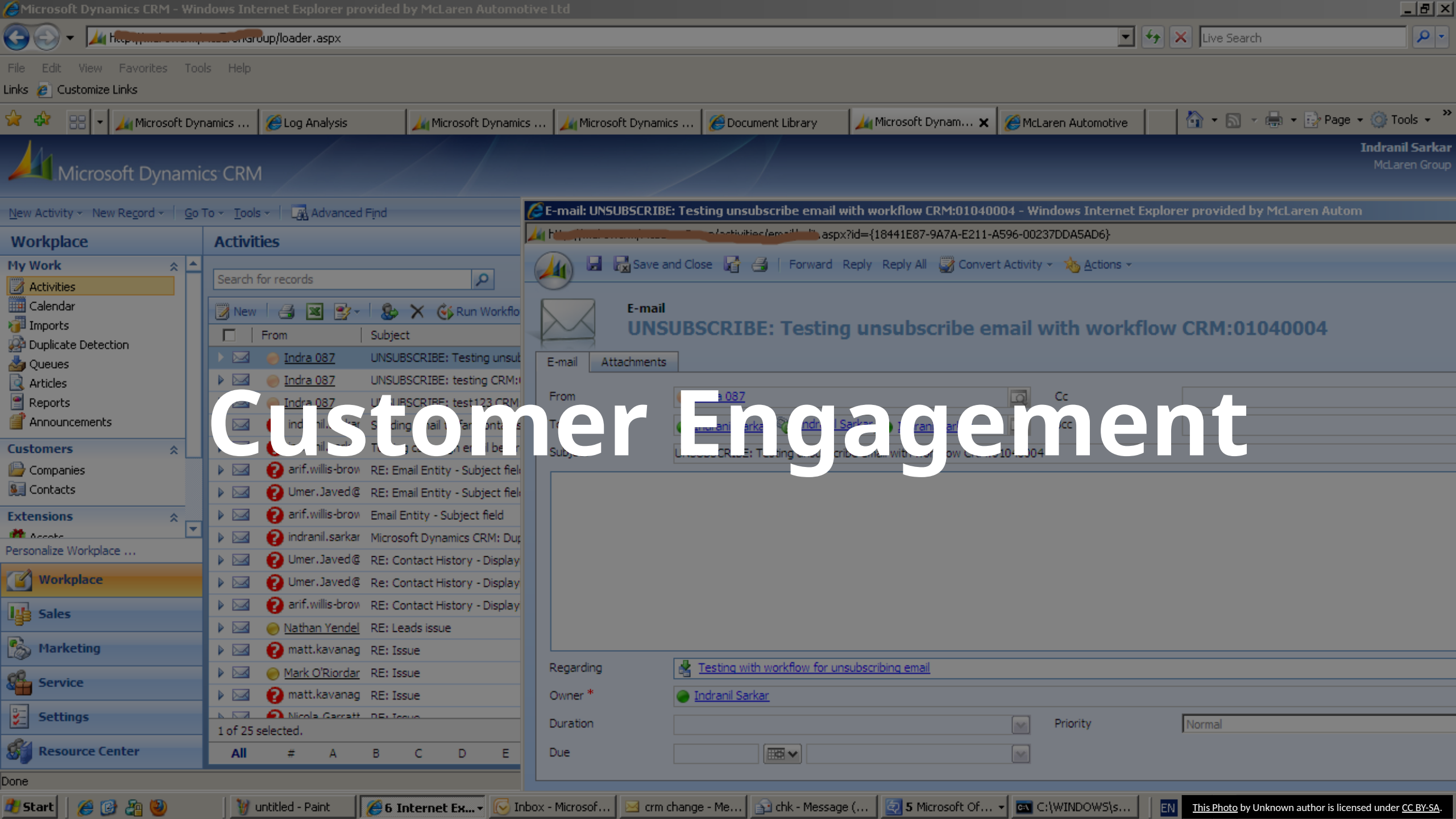




Coming Soon

# Discover and deploy full solutions in Teams easily





# Customer Engagement

# Sales Insights

## The customer journey has changed

Buyers spend more time researching independently



Buyers spend 6% of their time with each seller<sup>1</sup>

Today's B2B buying groups are more diverse



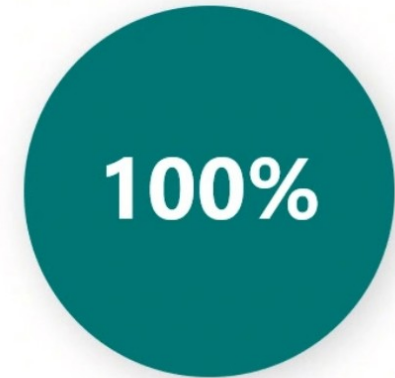
75% of buyers said their purchases involved people from a wide variety of roles.

Buyers want a B2C experience



Millennials make up the single biggest B2B buyer group<sup>3</sup>

Buyers want and need digital experiences



Almost 100% of B2B journey is done digitally today<sup>4</sup>



# 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

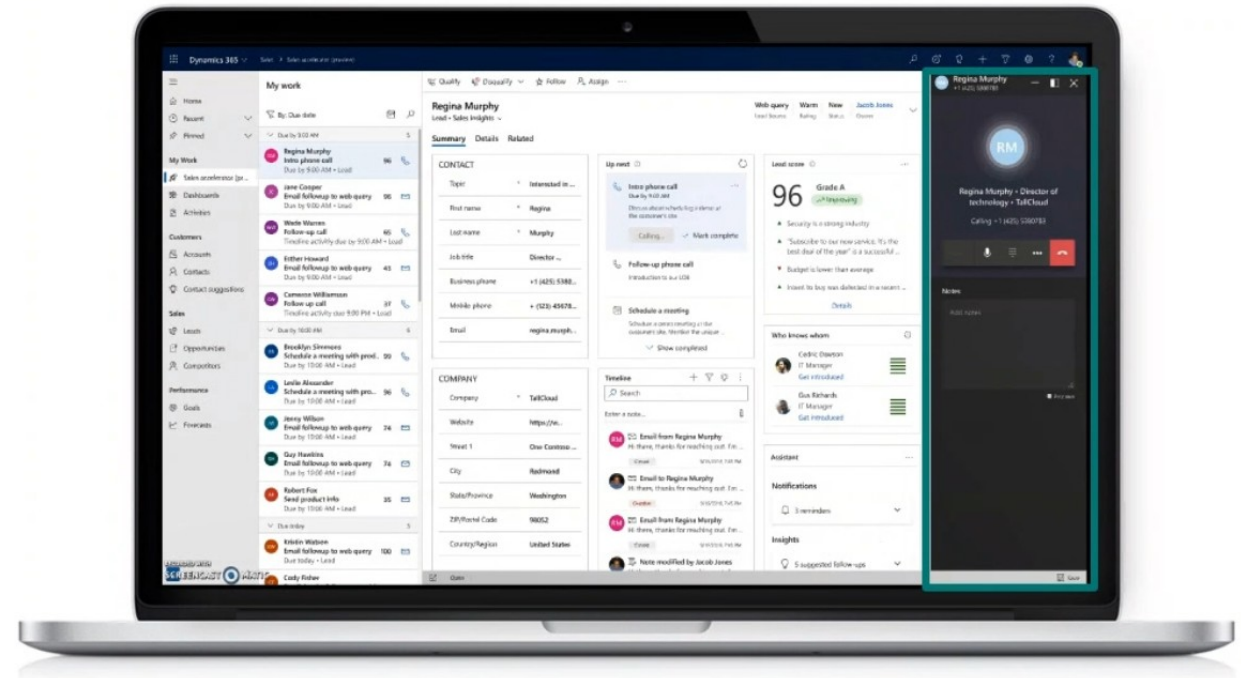
- Suggestion and reminders
- Teams collaboration
- Customer information

## Automation with Sequences

- Sequence management
- Sequence run time

## Multi-channel

- Dialer integration
- E-mail template
- Set an appointment



## A vertical sidebar of 25 icons representing various business and technology concepts. The icons include: a hamburger menu, a house, a rocket, a bar chart, a document with a pencil, a lightbulb, a lightbulb with a gear, a document with a checkmark, a person, a gear with a checkmark, a document with a checkmark, a person with a checkmark, a document with a checkmark, a document with a checkmark, a cube, a document with a checkmark, a document with a checkmark, a cube, a document with a checkmark, a document with a checkmark, a target, a line graph, and a wrench.



intro email 42   
Due by 17/4/2020 2:15 PM • Opportunity

Last updated at 7:52 PM

HT Helen Thomas  
Lead · Sales Insights

Close

CONTACT

Covers

▼ Show completed

Activity Suggestions (preview)

No new activity suggestions for this lead

 Contoso

## Call Summary

(3) Contact  
(704) 328-7330

Activity [Phone call](#)

## Call Notes

Add Notes



65Sales HubSales > Sales accelerator (preview)

SaveSave & CloseNewDeleteRefreshCollaborateQualifyCreate PDFEmail as PDF

Softphone dialer

NP  
Neron Pick  
Lead · Sales Insights

Lead SourceWarm RatingNew StatusKenny Smith  
Owner

Lead to Opportunity Sale...  
Active for 15 days

Qualify (15 D)

Develop

Propose

Close

Contoso

Call Summary  
(3) Contact  
(704) 328-7330

SummaryRelationship AnalyticsDetailsRelated

CONTACT

TopicContoso 3D Printshow

First NameNeron

Last NamePick

Job Title

Business Phone

Mobile Phone

Emailn.pick@last.fm

Tower

Electronics

Engine

Covers

Up next

SendAttach FileSaveInsert TemplateInsert SignatureFlow

New Email  
Email · Enhanced Email

EmailPropertiesAttachments

ToNeron Pick

SubjectThank you for your interest (Web site)

FontSizeB I U

Dear Pick,

Thank you for visiting our Web site. We have forwarded your request for additional information to Kenny Smith, who will be contacting you shortly. If you want to contact Kenny Smith immediately, you can call his or her direct line at our main phone number.

We look forward to assisting you and providing you with a world-class experience.

Timeline

Search

Enter a n

Activity

date

Pick nail 8:30 PM · Lead 24

rse nail 8:30 PM · Lead 24

aldes nail 8:30 PM · Lead 24

Turner s 8:29 PM · Lead 24

y 1

Gakkireni call to the customer 5/5/2020 3:31 PM · Lead 93

lys 2

Thomas nail 4/5/2020 4:55 PM · Lead 24

Philips nail 4/5/2020 4:55 PM · Lead 93

lays 2

an important thing to remem... nail 21/4/2020 12:45 PM · Opportunity 54

rdemoorg03.crm10.dynamics.com... Open

# 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

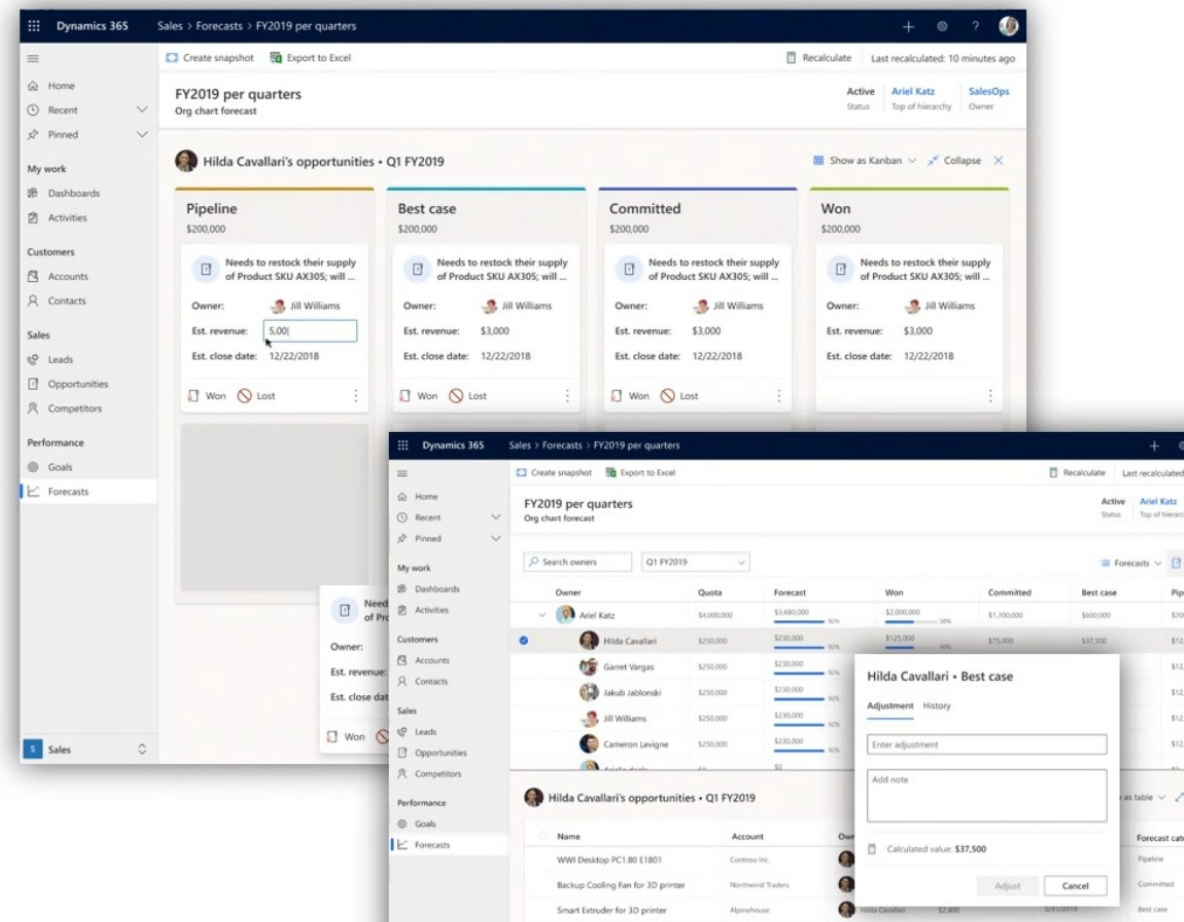
- Enable sellers to intuitively manage their pipeline, prioritize the right opportunities and see direct impacts on the forecast

## Predict your Forecast more accurately

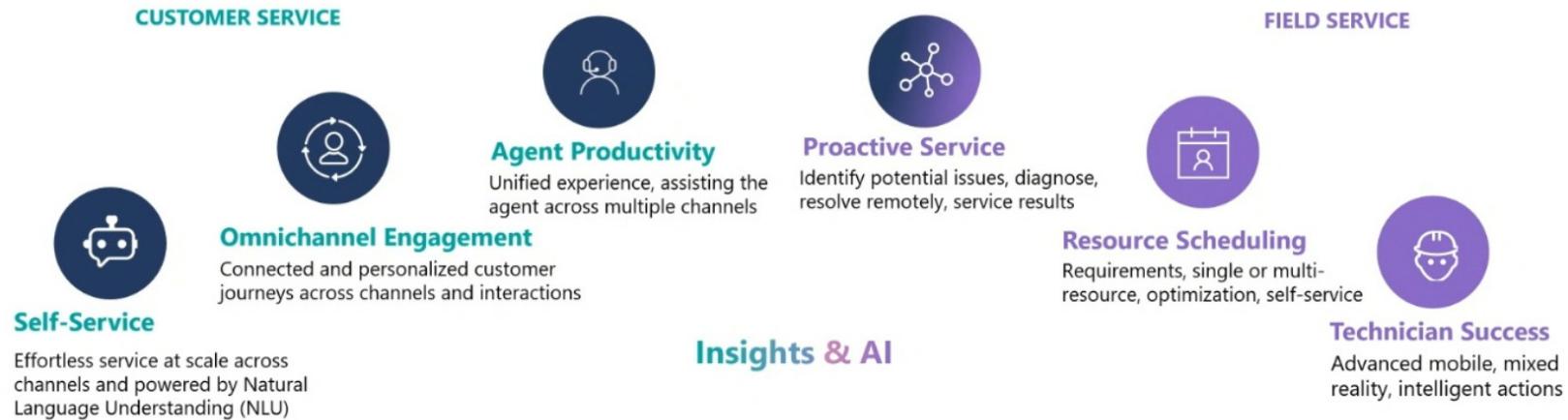
- AI-driven forecast improves the accuracy of your projections from Day 1

## Intuitive Pipeline Management



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



# 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](https://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? ▾

 Virtual Coffee Agent



 Hi! 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 



## Customer Asset

Summary Command History Device Readings Alerts Related

- gyroscopeX

avg

gyroscopeY

avg

gyroscopeZ  
avg

Service History

New lo

- Send Command
- Send the command and close the form

---

 Jittery Joe Coffee Machine

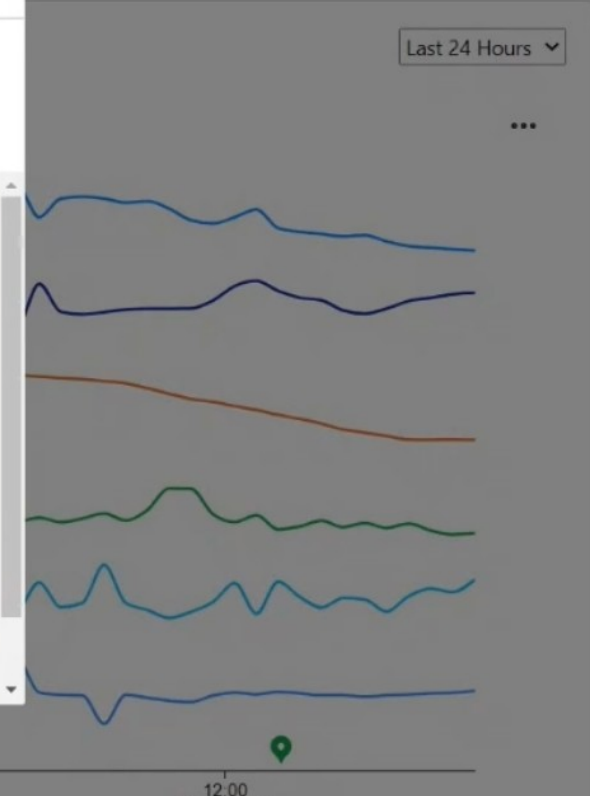
Reset Coffee Machine

Switch View {}

## Reset Coffee Machine

 $\{$ 

— — —



# 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

Teams integration

Materials forecasts with Inventory integration

Procurement integration

Resource Management

Skills Management

Requirements and Bookings infrastructure

Configurable filters, and search

Reconciliations for bookings and assignments

Resource request and proposals

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

Taxes and Exchange rates

## Project Financials

Revenue Recognition

Committed costs

Retainage and Pay-When-Paid

Dynamics 365

Project Operations

Projects > Projects > Morrisiana Clinic Setup

Home

Recent

Pinned

My Work

Dashboards

Time Entries

Expenses

Approvals

Projects

Schedule Board

Resource Utilization

Resources

Roles

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

\$0.00

12

4

Due Date

Estimated Labor Cost

Overdue Expenses

Outstanding Invoices

Project Service - Project ...

Active for 24 hours

New (24 Hrs)

Quote

Plan

Deliver

Complete

Close

Summary

Budget vs Spend by Role

Tasks

Team

Resource Assignments

Resource Reconciliation

Estimates

Tracking

Sales

Grid

Board

Timeline

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



<

>

Search by keyword

Preview

Activity

Chat

Teams

Calendar

Calls

Files

Human Res...

...

Apps

Human Resources (Preview)

Chat

Time off

Settings

About

Sick

80 hours

Vacation

160 hours

COVID-19

80 hours

Bereavement

1:20 PM

View balances

Human Resources Preview 1:20 PM

Here's what I found for your balances. For more details about a specific leave type, try typing "View vacation balance details".

Sick

80 hours

Vacation

160 hours

COVID-19

80 hours

Bereavement

What can I do?

Type your questions here



Kysymyksiä,  
kommentteja?



dynamics365.f  
i

info@dynamics365.fi

FD  
UG