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🐦 [@jukkan](https://twitter.com/jukkan)



Finland Dynamics
User Group

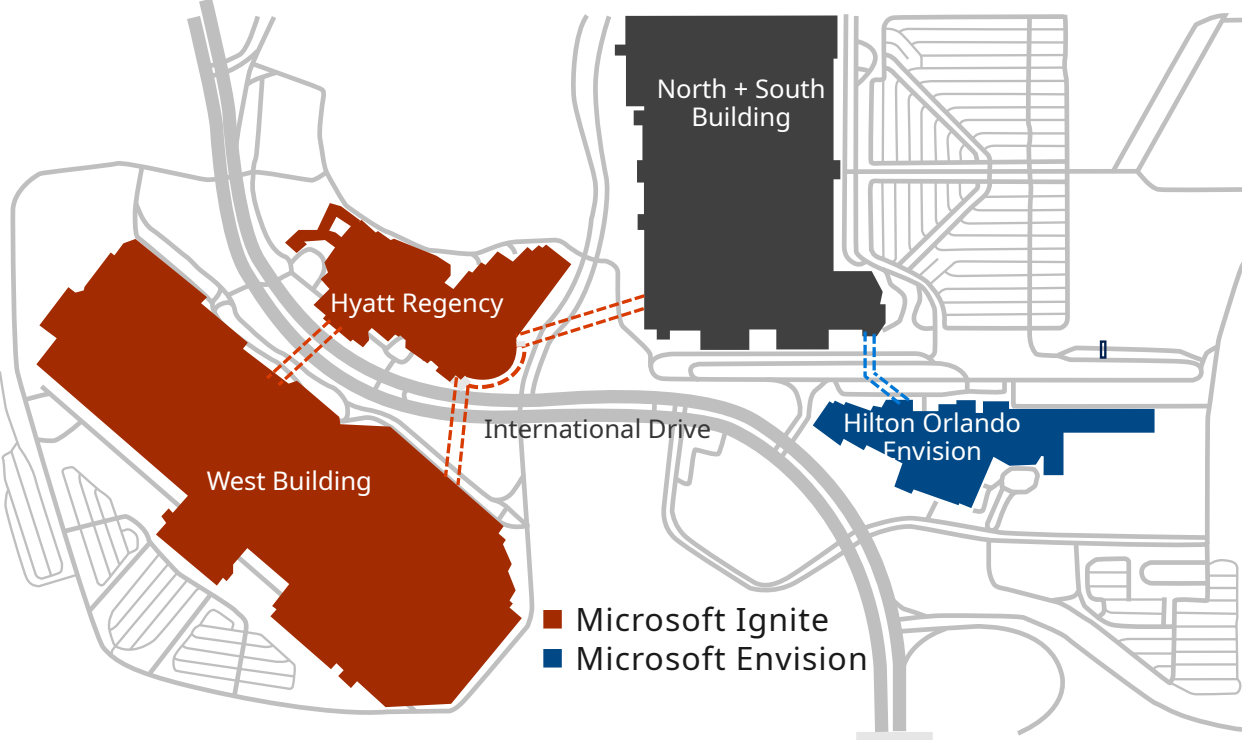
Microsoft Ignite 2018 in 30 minutes

FDUG #1 - 18.10.2018

Microsoft Ignite

September 24–28, 2018 | Orlando, Florida





Ignite +
Envision

5+1
days

30.000
attendees

1.600+
sessions



Refine results

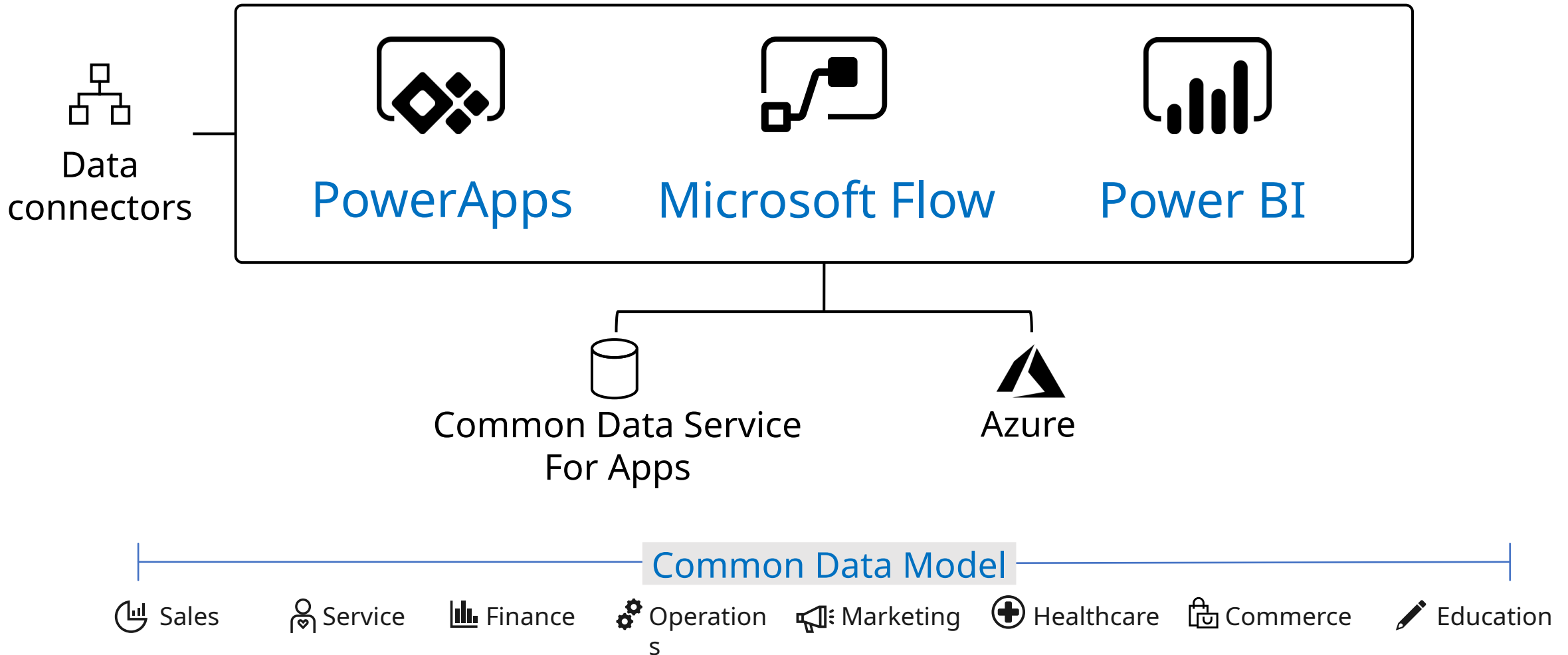
^ Solution

Modern Workplace	638
Applications & Infrastructure	358
Data & AI	129
Business Applications	114
Diversity & Inclusion	17
IT Journey	13

^ Product

Azure	535
Microsoft 365	460
Office 365	253
Servers	125
Dynamics 365	111
Windows	95
Enterprise Mobility + Security	89
Not Product Specific	28

Power Platform

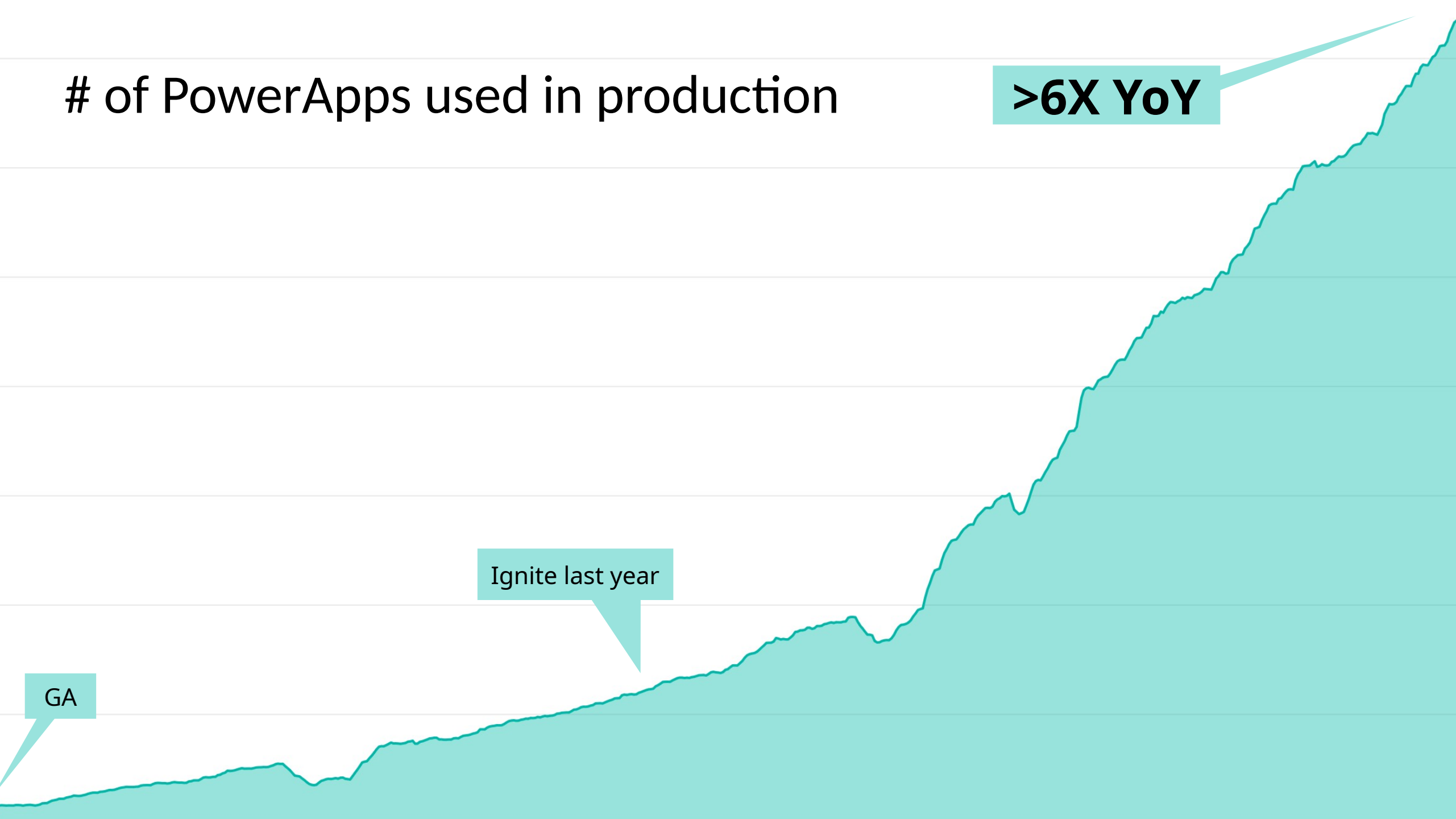


POWER PLATFORM VISION

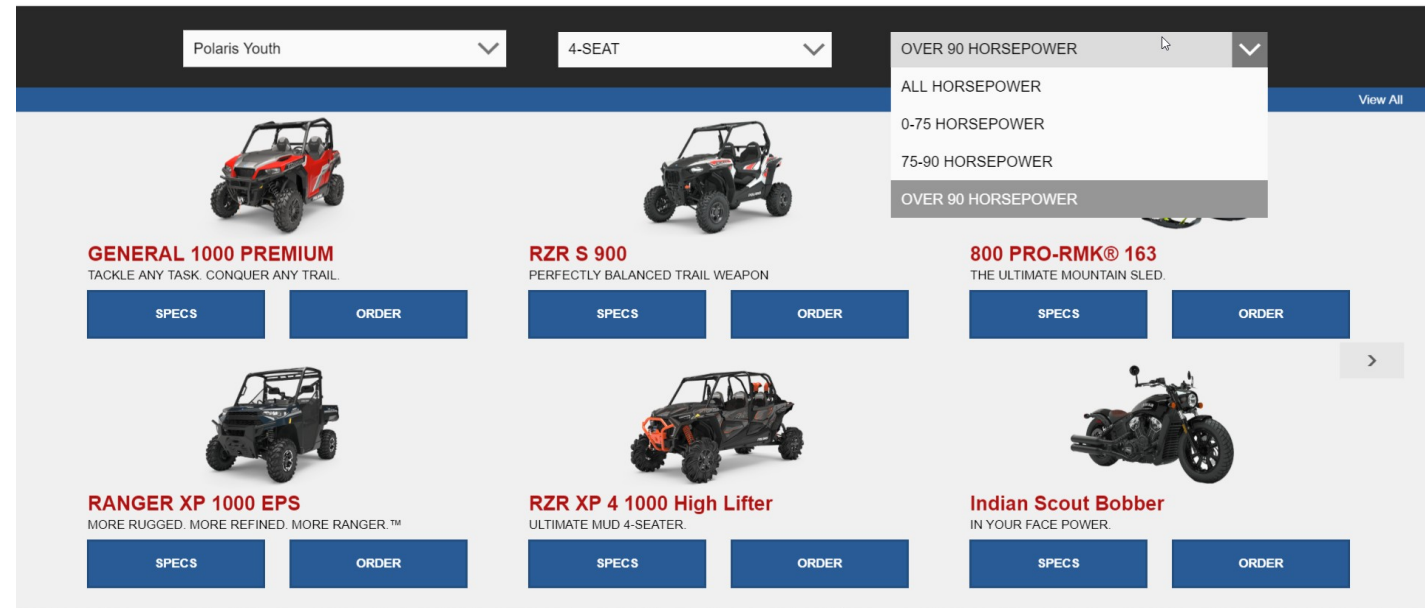
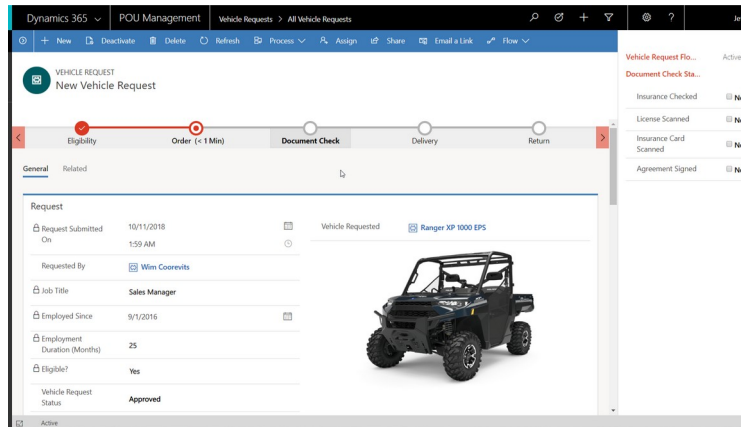
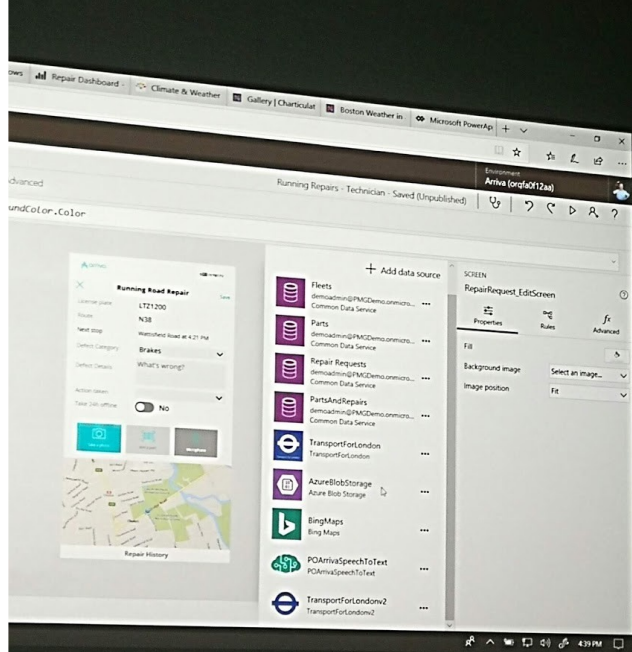


of PowerApps used in production

>6X YoY



POWERAPPS: Model-driven vs. Canvas apps



Select Bus Type
 HV HA LT
 Select a Fleet No.
 HV002 HV001 HV036 HV030 HV031 HV032 HV033 HV034 HV035 HV131
 Pump Session
 1 2
 Opening Reading
 Enter Reading +
 Closing Reading
 Enter Reading +
 Button



Power Platform community heroes on stage

LEGO
 View Page
 Traffic
 Task Status
 In Progress
 Part Type
 Communication ID
 Part ID
 10220
 Part Name
 Volkswagen T1 Camper Van
 Element Type
 Element ID
 Issue Element Name
 BRICK CORNER 1X2X2
 Issue
 CPQ Notes
 MFG Code 15R8
 ID
 432
 Conclusion
 One Pager Status
 Attachments
 There is nothing attached.
 Share On Share Point
 No
 QILNote



Dynamics 365 App for Microsoft Teams

The image displays the Dynamics 365 App for Microsoft Teams interface, showing a mobile app overlay on a desktop view.

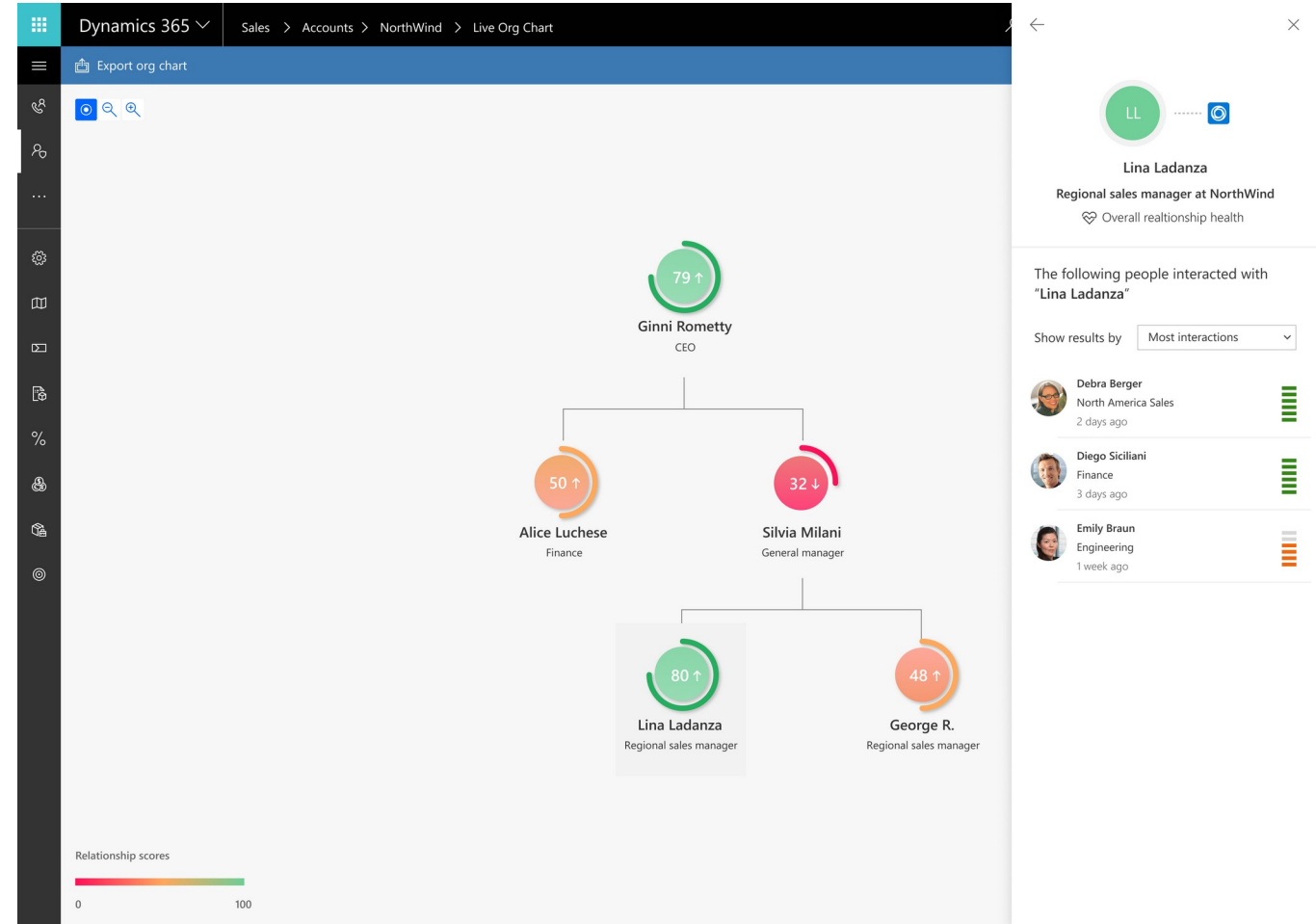
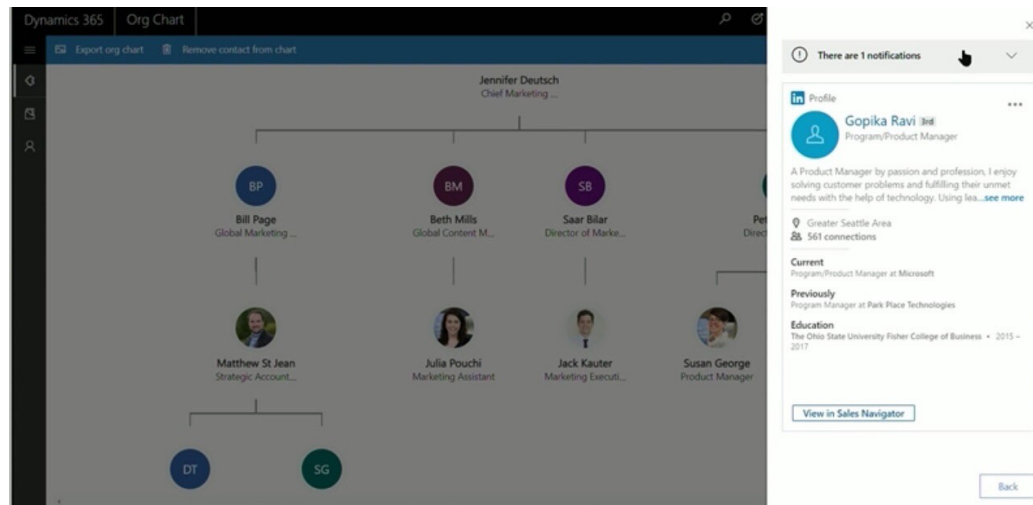
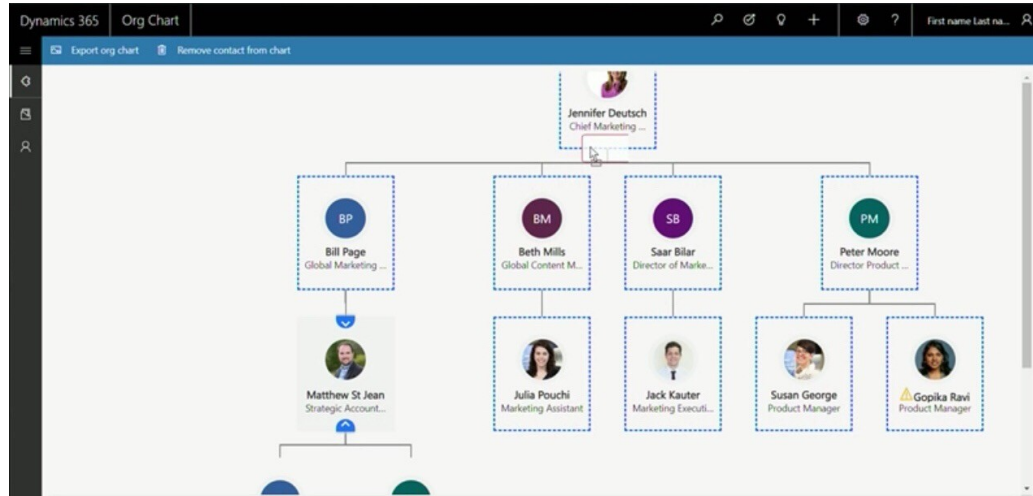
Desktop View (Background):

- Navigation Pane (Left):** Shows the Microsoft Teams interface with a sidebar containing "Teams", "Chat", "Meetings", "Calls", "Files", and "Feedback". The "Teams" section is expanded, showing a list of teams: "Contoso", "General", "Mountain Bikes", "Spring Campaign", "500 3D Printers", "Tailspin Toys", "Account Team", "General", "Accounting", "Finance", "FY2017 Planning", "Strategy", and "6 more channels".
- Main Content Area:** Displays the "Mountain Bikes" team page. It includes a "Search or type a command" bar, a "New" button, and a "Refresh" button. Below this, there's a "Mountain Bikes" header with a "New" button and a "Refresh" button. The main content area shows a "Summary" tab with a "Topic*" section, a "Description" section, and a "Timeline" section. The "Description" section contains the text: "Customer shows interest with purchasing mobile computing machines." The "Timeline" section shows a list of events, including "Susan Burke saved a message in Microsoft Teams - Just Now" and "Veronica Quek at 12:30 pm".
- Right Panel:** Displays the "Review team members" dialog box, showing a list of team members: Alice Smith (Owner), Bob Baker (Owner), Veronica Quek (Member), Welly Lee (Member), and Ben Elad (Member). It also shows a "Showing 5 of 5 records" message.

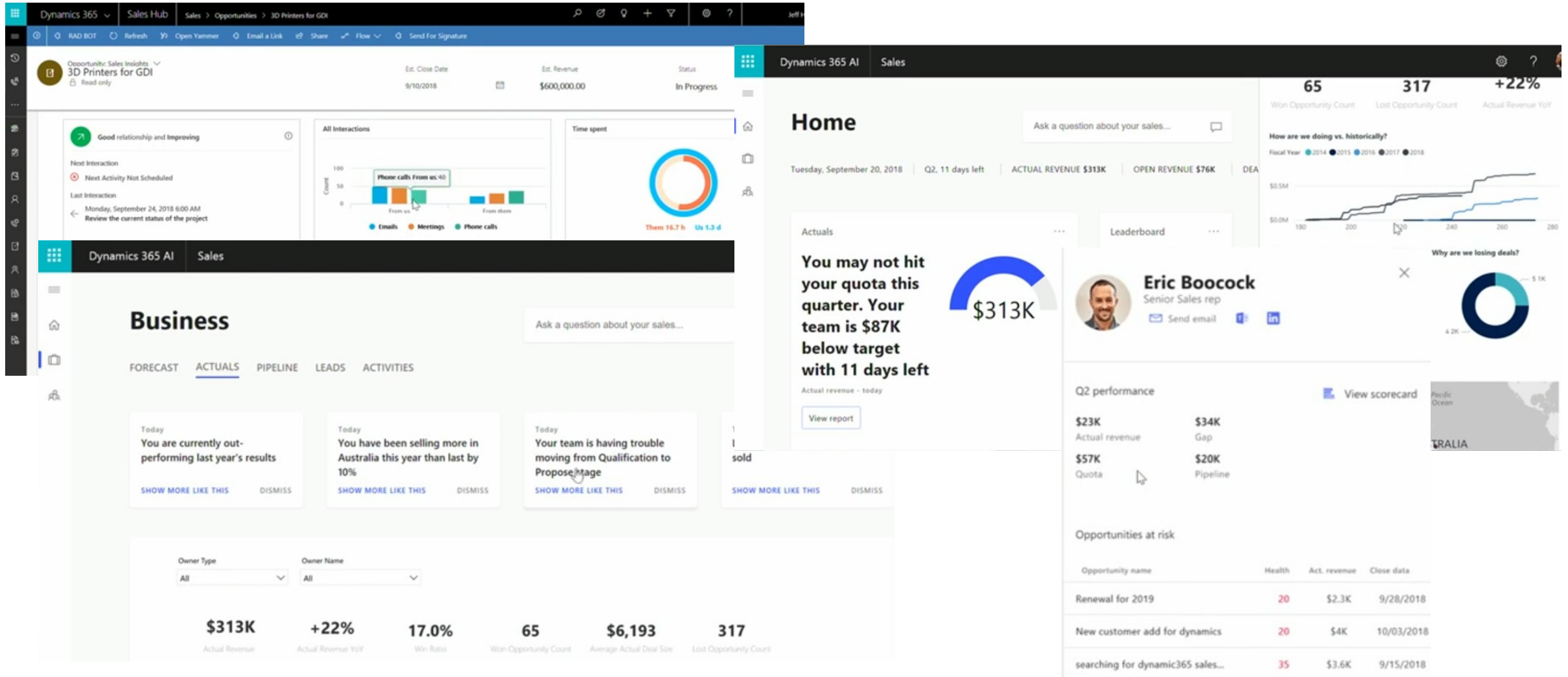
Mobile App Overlay (Foreground):

- Header:** Shows the "Dynamics 365" logo and the "Sales Hub" title. The navigation bar includes "Sales", "Opportunities", and "Mountain Bikes".
- Content Area:** Displays a list of opportunities. The first opportunity is "Expressed interest in A. Datum X line of printers" with a status of "Opportunity". The second opportunity is "Refrigeration smart sensors" with a status of "Opportunity". The third opportunity is "Very likely will order Product SKU M1600 and M1650 this year" with a status of "Opportunity".
- Bottom Bar:** Contains a "Show 'Refrigeration smart sensors'" button and a "Type a message here" input field.

Live Organization Chart



AI for Sales



Home

Tuesday, September 20, 2018

Q2, 11 days left

ACTUAL REVENUE \$313K

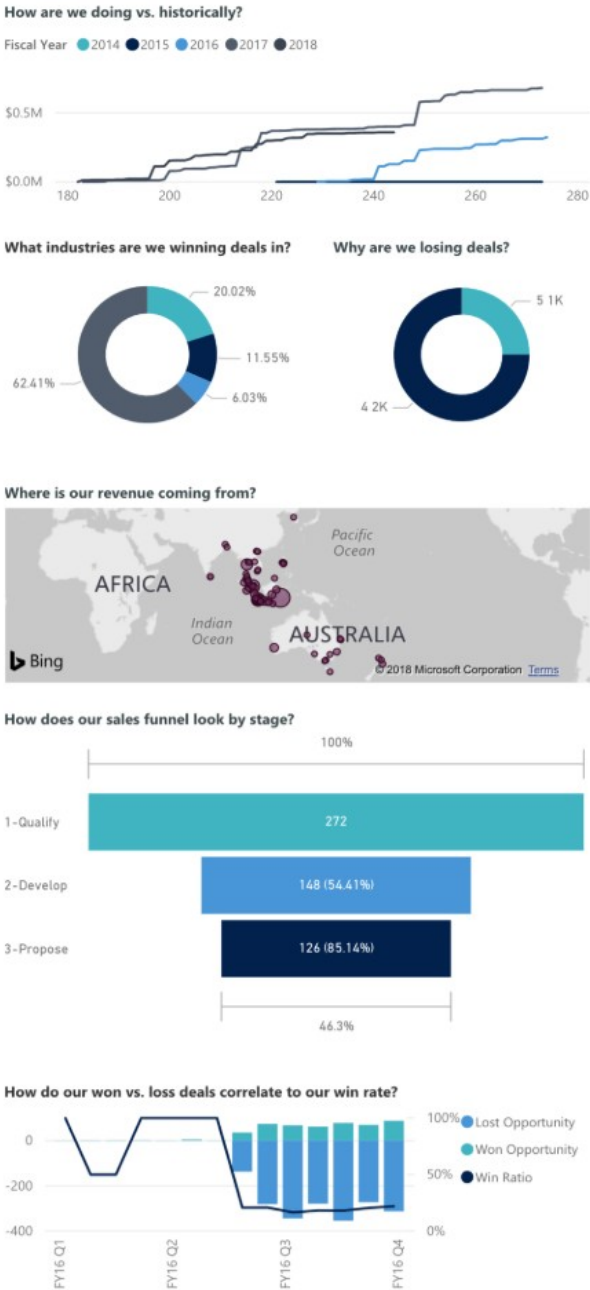
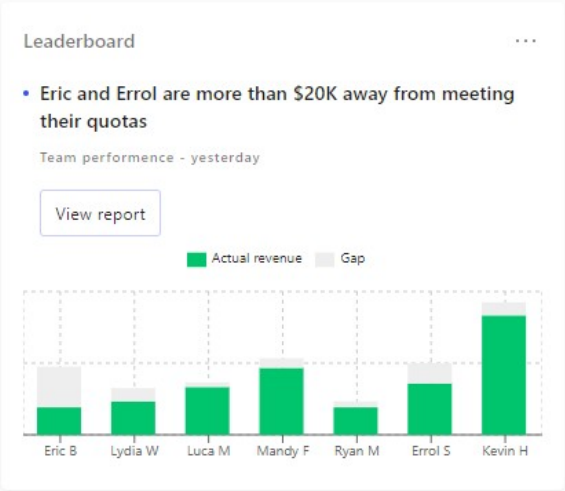
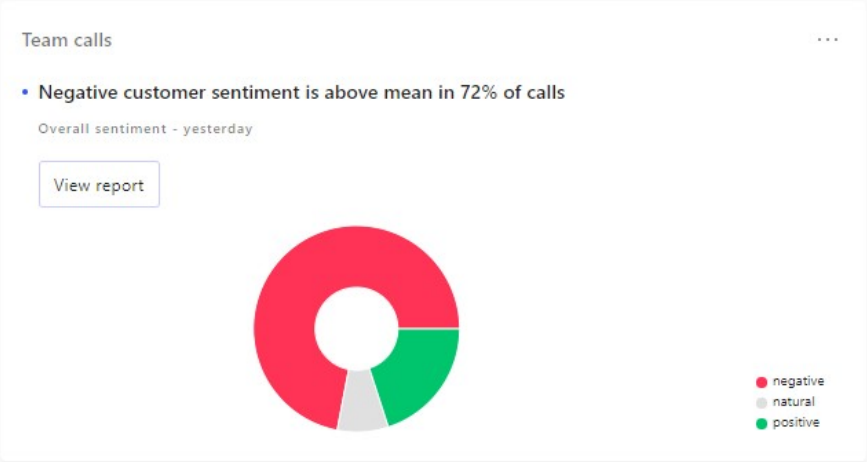
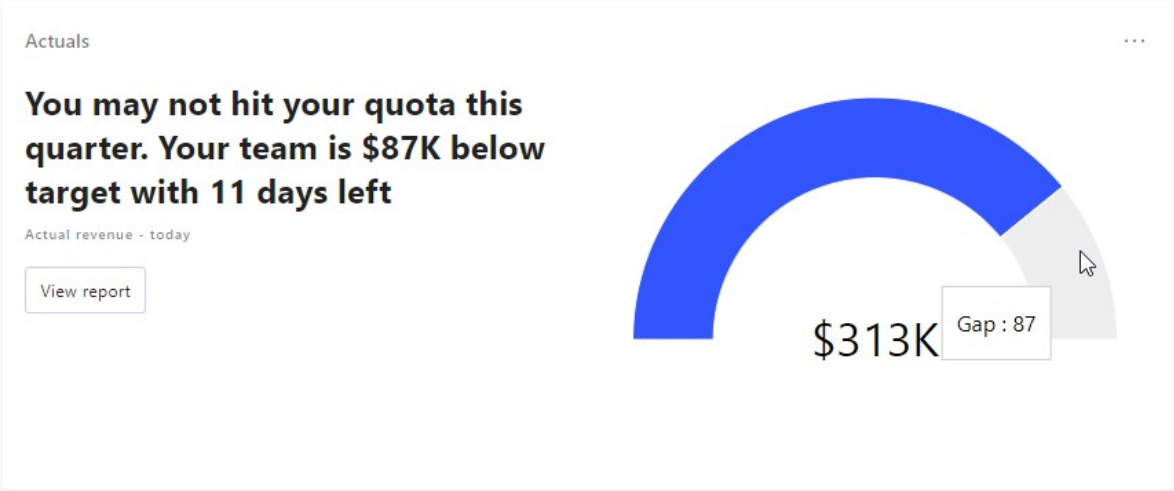
OPEN REVENUE \$76K

DEALS WON 65

WIN-RATE 54%

AVG. DEAL SIZE \$6.1K

Ask a question about your sales...



You may not hit your quota this quarter. Your team is \$87K below target with 11 days left

Actual revenue - today

View report

\$313K

Eric and Errol are more than \$20K away from meeting their quotas

Team performance - yesterday

View report

Actual revenue

Gap

Eric B

Lydia W

Luca M

Mandy F

Ryan M

Errol S

Kevin H

Eric Boocock

Senior Sales rep

Send email

Q2 performance

View scorecard

\$23K

Actual revenue

\$57K

Quota

\$34K

Gap

\$20K

Pipeline

Pipeline

3 deals, worth \$180K, are closing soon and have poor relationship score

Opportunity relationship score - an hour ago

View report

Team calls

Negative customer sentiment is above mean in 72% of calls

Overall sentiment - yesterday

View report

negative

natural

positive

Highlights

See all

Ryan won a deal!

"Renewal of contract for 2018" was closed as won yesterday!

This 5K deal was previously at risk of being lost.

Just now

View opportunity

Upcoming

Eric Boocock

1:1 with Eric

You have a meeting with Eric in 30 minutes

Eric has achieved 60% of quota (lowest performer). Your connection at Contoso, Paul Cannon, might help on the "2018 order" deal.

Today

Relevant news

How to Get Your Microsoft Dynamics 365/CRM Users to Go Directly to the Unified Interface

community.dynamics.com - 37 minutes ago

Salesforce is finally getting some real competition — and it's from Microsoft

MarketWatch - 4 hours ago

Opportunities at risk

Opportunity name

Health

Act. revenue

Close

Renewal for 2019

20

\$2.3K

New customer add for dynamics

20

\$4K

searching for dynamic365 sales...

35

\$3.6K

Upsell into new location

40

\$1.2K

Upcoming

1:1 with Eric

You have a meeting with Eric in 30 minutes

Eric has achieved 60% of quota (lowest performer). Your connection at Contoso, Paul Cannon, might help on the "2018 order" deal.

Sales rep actual - today

Recent insight

Sentiment

Significant drop in positive sentiment while talking to customers in the



Owner Type

All



Owner Name

All

\$313K

Actual Revenue

How are we doing vs. historically?

Fiscal Year 2014 2015 2016 2017

\$0.5M

\$0.0M

180 200 220

Why are we losing deals?

Out-Sold 1K



Use your own Azure Data Lake



Storage

You are currently leveraging Microsoft provided storage. You can configure Dynamics 365 AI to store data in your organization's Azure Data Lake Storage account and authorize users in Power BI to access your organization's data.

Why move to Azure Data Lake?

With Azure Data Lake Store, you can analyze all of your data in one place with no artificial constraints. Unlock maximum value from all of your unstructured, semi-structured, and structured data using the first cloud data lake built for enterprises with no limits on the size of the data. Azure Data Lake Store is secured, massively scalable, and built to the open HDFS standard, allowing you to run massively parallel analytics.

Edit in Power BI

With your data in Azure Data Lake Store, you can now create custom reports on your data in Power BI, share with other Power BI users, or publish back into the Dynamics 365 AI app

[Learn more about Azure Data Lake](#)

[Pricing for Azure Data Lake](#)

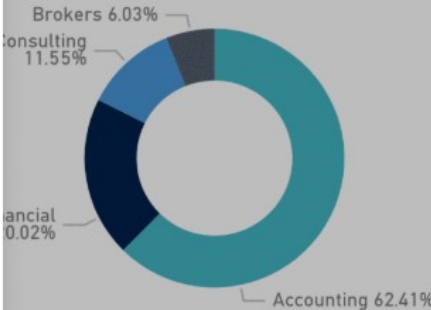


Use my own Azure storage account

317

Lost Opportunity Count

What industries are we winning deals in?



NORTH AMERICA

SOUTH AMERICA

Indian Ocean

AUSTRALIA

AI for Market Insights

Market Insights Preview Home

What are people saying?

Diversity Ignite X Search

Languages: English

Here's what we found

Will be traveling to Orlando for #MSIgnite later this week. What are the best #Diversity talks to attend? Been waiting all year for this and don't want to miss anything...
3:10 PM - Sep 17, 2018

Big shoutout to to all the #WomenInSTEM attendees who are helping advance #DiversityInTech and showing up for #MSIgnite next week! Represent!
3:12 PM - Sep 17, 2018

Putting the final touches on my Diversity and Inclusion presentation for #MSIgnite... see you there!

Continue

Market Insights Preview Home

Collecting conversations ...

Collecting social conversations for your brand across Twitter and more sources

Understand how Analytics is structured and where you can change your data set.

You'll find your brand/topic in the upper left corner of the screen on top of the insights area. By default you see insights based on the last 30 days, but can change this anytime by adjusting the time filter in the upper right corner.

MI EVENT
Microsoft Ignite

Status

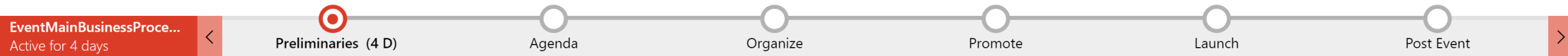
Active

Owner

  Ryan Martin

Publish status

Live




[General](#)
[Agenda](#)
[Registration and attendance](#)
[Social Listening](#)
[Additional information](#)
[Post event](#)
[Related](#)

Social Insights

All Search Topics

1.8k posts ↘ -37%

SENTIMENT



Positive Neutral Negative

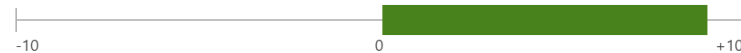
9.1

index



-0.3

change →



PHRASES

A word cloud of tweets from the #msignite event. The words are arranged in a circular pattern, with the most prominent words in the center. The words include: #msignite, microsoft, can, 00am, et, next, monday, new, #msdyn365, get, great, ready, 00am, ignite, live, et, us, booth, see, week, session, join, will, keynote, kicking, orlando, join us, learn, way, looking, and ceo. The words are in various shades of gray and black, with different font sizes and orientations.

RECENT POSTS

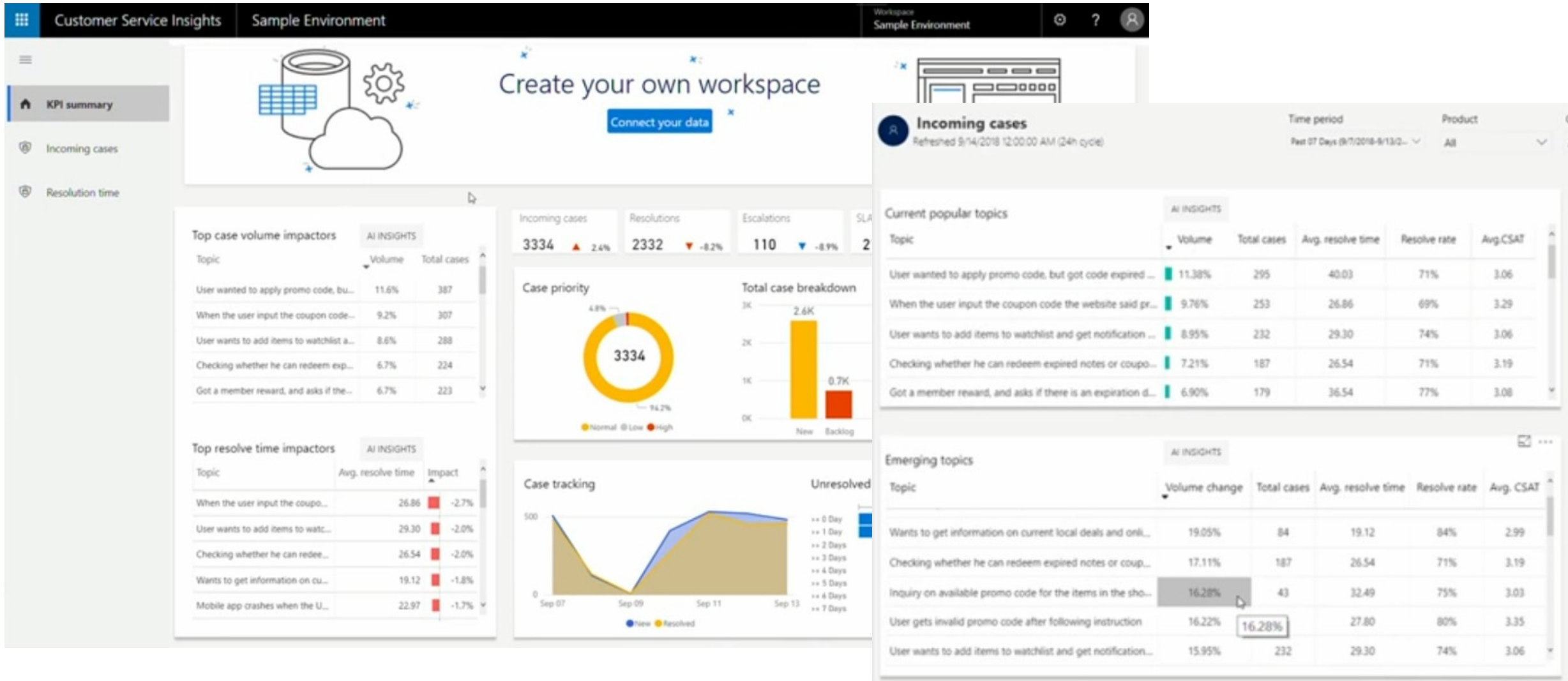


Prevedere Inc @Prevedere

Gain a 360° view of demand with ERIN: <https://t.co/g93kB3w9r2> #MachineLearning #MSIgnite @TheBillMoffett

13:22 09/22/2018

AI for Customer Service Insights



Customer Service Virtual Agent

Virtual Agent Chat Window:

Hi, I'm the Customer Self Service Virtual Agent. How can I help you today?

How do I reset my School Buddy?

Which School Buddy model do you want to reset?

Type your message...

Customer Service Insights Dashboard:

You've automated this topic.

Channel	Topic	Time	Score
Facebook	School Buddy 500	4 min	3.8

Topic case composition:

Web, Email, Phone (Input) → Live agent tier 2, Live agent tier 1, Virtual agent (Process) → Abandoned, Resolved (Output)

Create a new topic Modal:

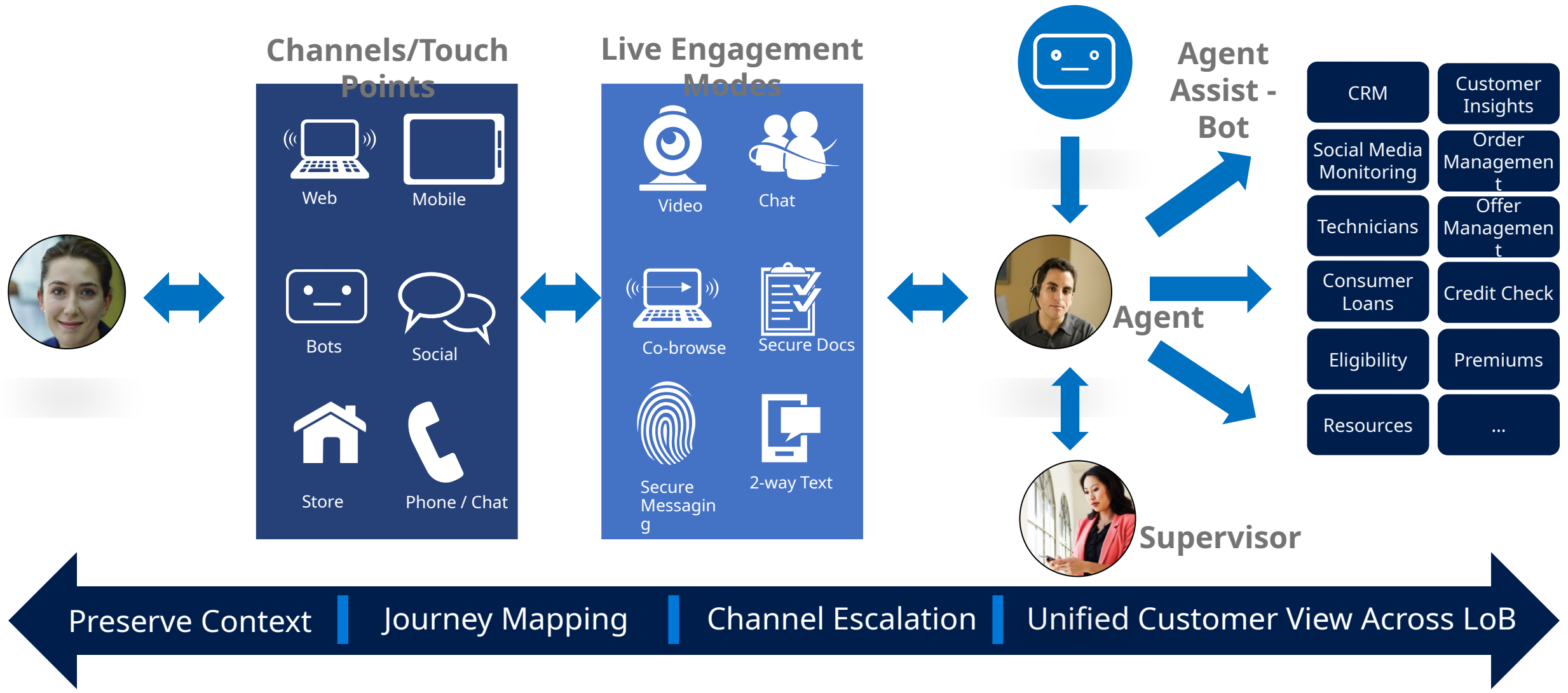
Name: Reset School Buddy 1000

Description: Created from Insights App

Conversation Flow:

```
graph TD
    Start[CONVERSATION START] --> Q1["How do I reset my School Buddy?"]
    Q1 --> Q2["Which School Buddy model do you want..."]
    Q2 --> UserSays[USER SAYS]
    UserSays --> S1[School Buddy 1000]
    UserSays --> S2[School Buddy 500]
    S1 --> S1000[School Buddy 1000]
    S2 --> S500[School Buddy 500]
    S1000 --> A1000["Here's how to reset School Buddy 1000:  
1. Turn on your device  
2. Hold the power and volume button down until you see the logo on screen"]
    S500 --> A500["Enter virtual agent message  
Virtual agent says  
Customer says  
Action  
Escalate"]
```

Omni-channel Engagement Hub



Omni-channel Engagement Hub

DEC 2018 - PREVIEW

Channels

Live Chat Channel

Enable Live chat support channel (D365 portal & Custom Websites)

SMS Channel

Enable SMS support channel (inbound & outbound messaging)

Channel Integration Framework (Phone)

Partners can embed cloud telephony UI and enable data exchange

Enable Customer to Bring their Bots

Integration with Microsoft bot framework for deflection & escalation scenarios

Engagement

Agent & Supervisor Experiences

Simple, easy to learn, unified experience; manage agent workforce; real-time monitoring

Unified Routing & Work

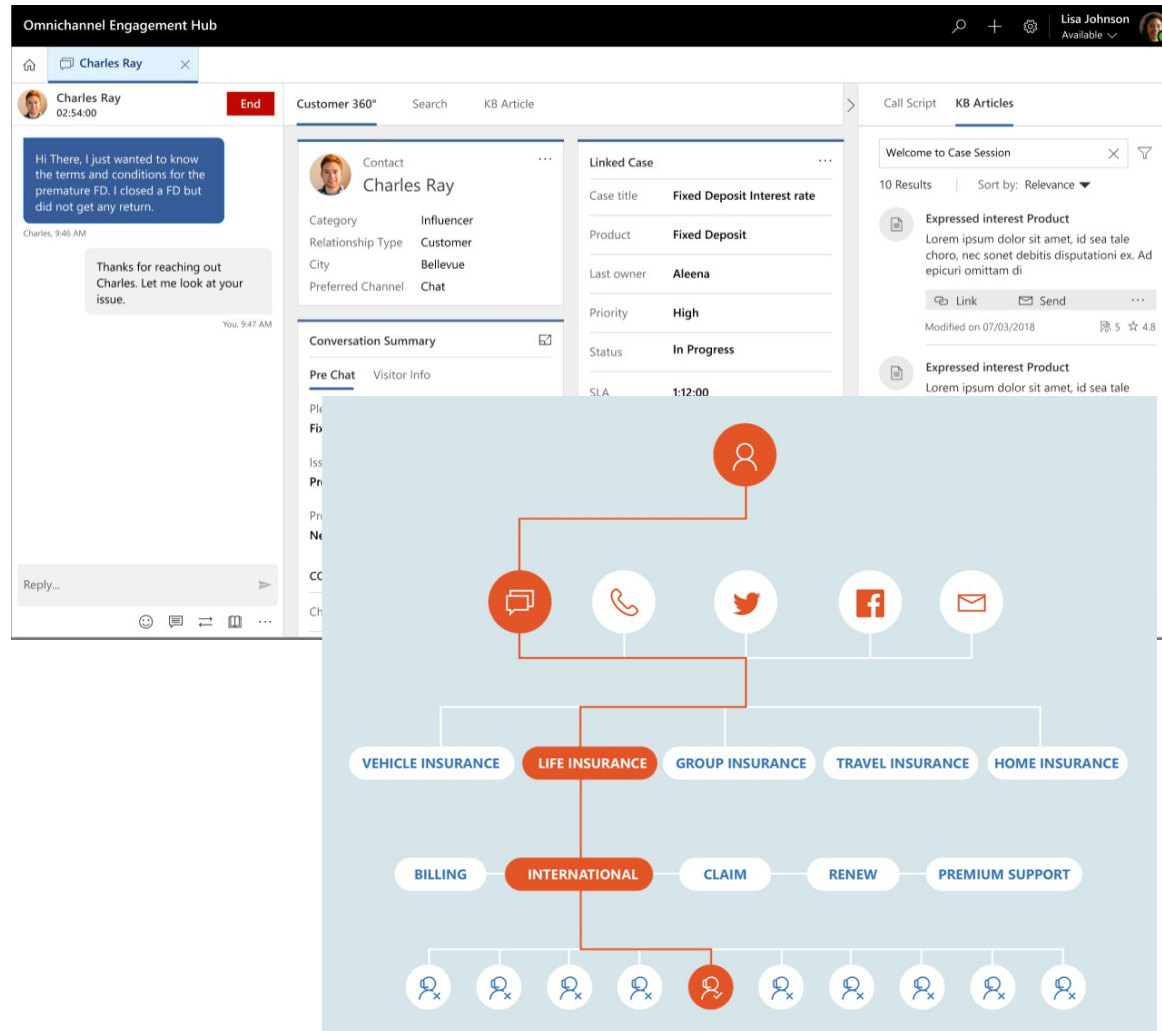
Configurable, Automated, Intelligent routing of work items from different channels

Distribution

Insights

Intelligent Insights

Suggested Articles, Related Items, KPIs



Channel Integration Framework

[Public preview](#)

Javascript library for channel integrations

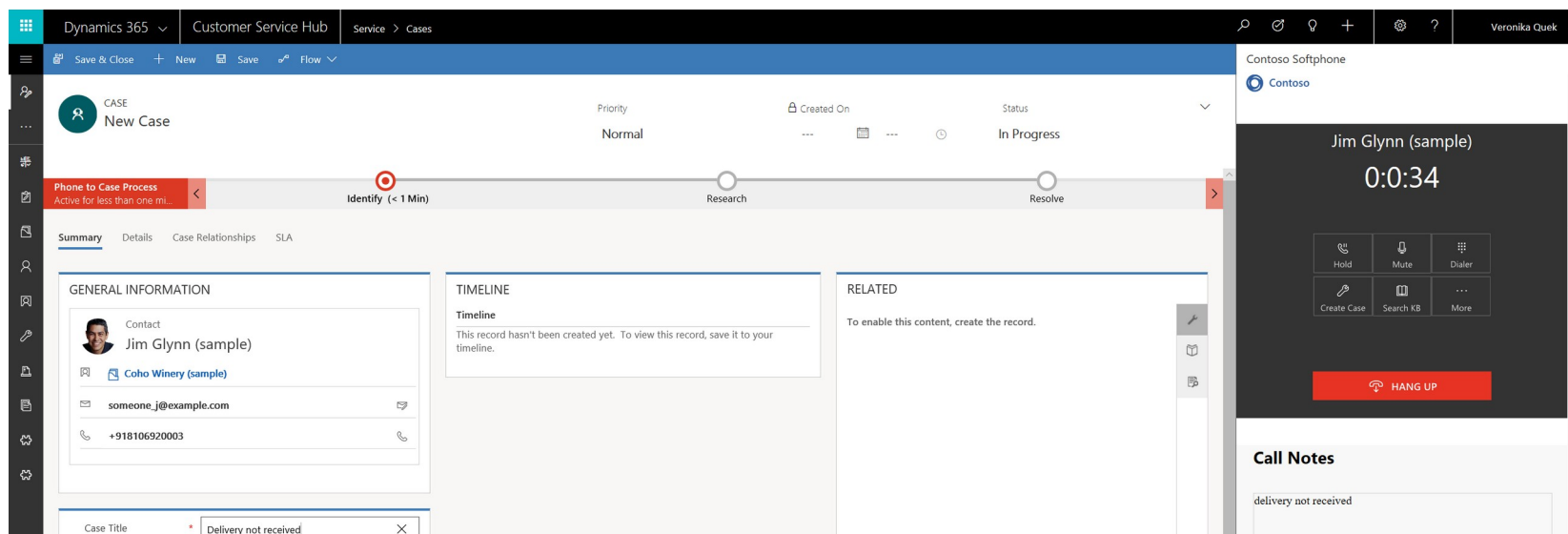
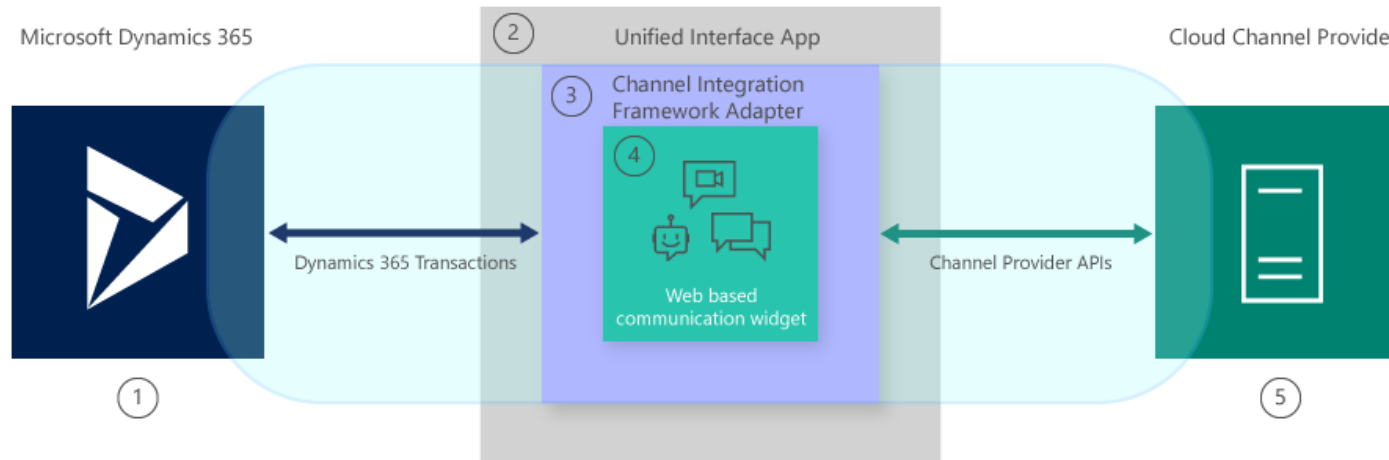
Easy configuration and deployment experience for developers

APIs to support incoming call scenarios

APIs to support click to call scenarios through events

Associate different partner providers with different set of users in the same org

Comprehensive Developer Guide for common scenarios



Portals



Case Number

CAS-01062-D1D5C0

Last Updated

9/19/2018 8:57 PM

Customer *

[REDACTED]

Contact

—

Subject

Default Subject

Case Type

Question

SharePoint Documents

+ Add Files

+ New Folder

Name ↑

Modified

abcd.txt (1 KB)

10 minutes ago

OCE.csv (78 KB)

11 minutes ago



Components



Search



Dynamic Components



Ad



Ad Template



Badges



Blogs



Breadcrumbs



Entity List



Entity Form



Web Form



Events: Upcoming



Footer



Forums



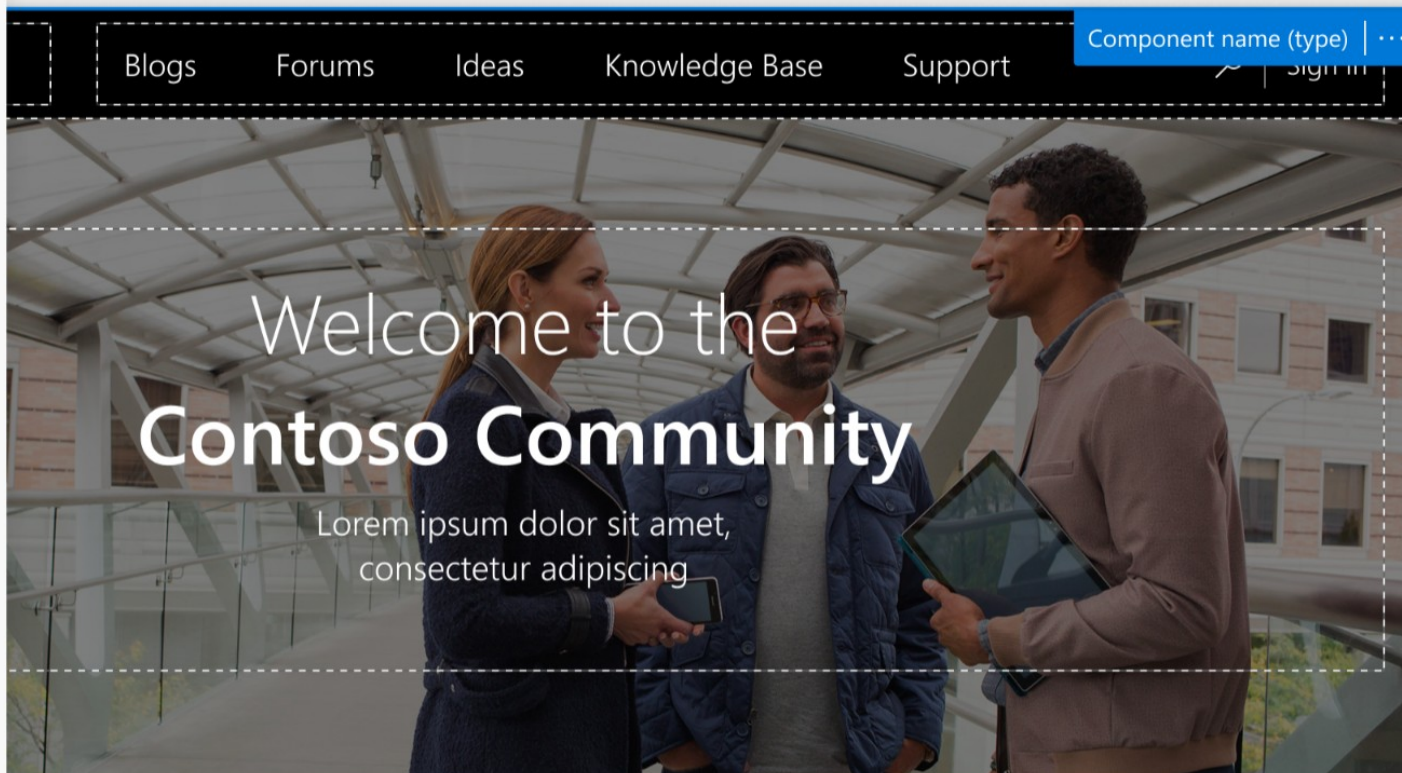
Header



Language Picker



Page Header



Preview

Property

Style

Web Page

Name*

Home

Partial URL

/home

Language

English

Page template



One column



Two columns



Three columns



2:1 Columns



1:2 Columns



Custom

Advanced



100%



Open Data Initiative



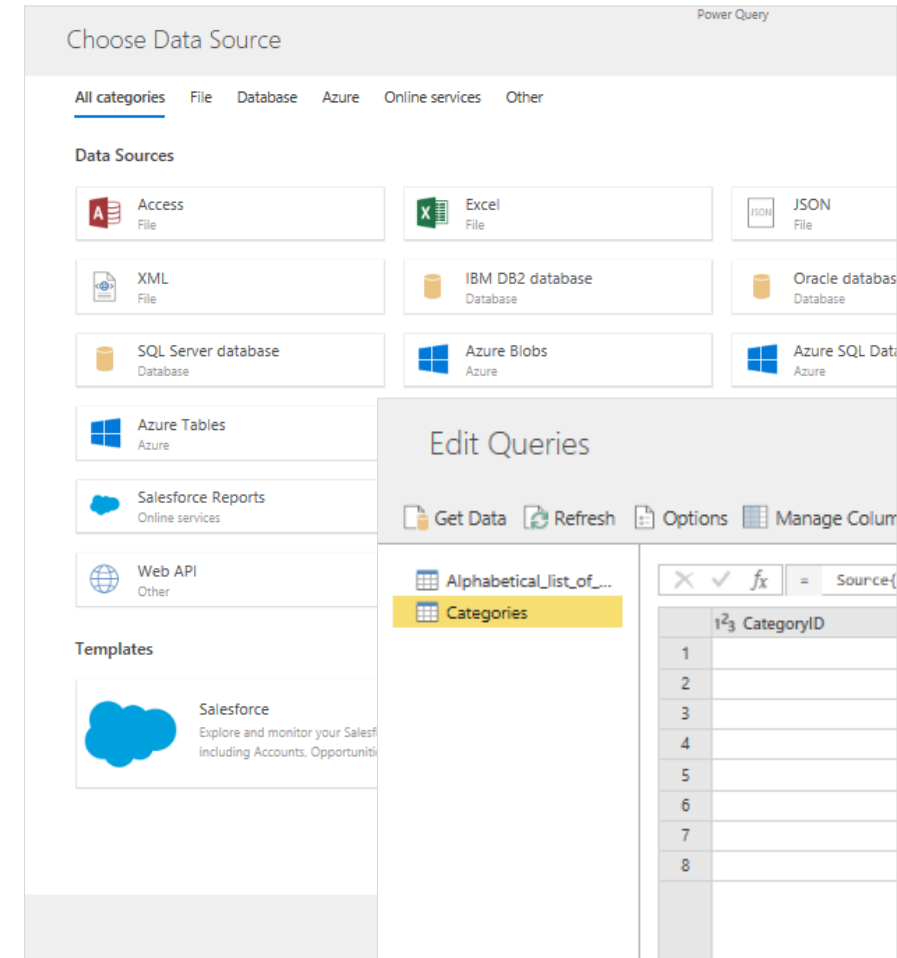
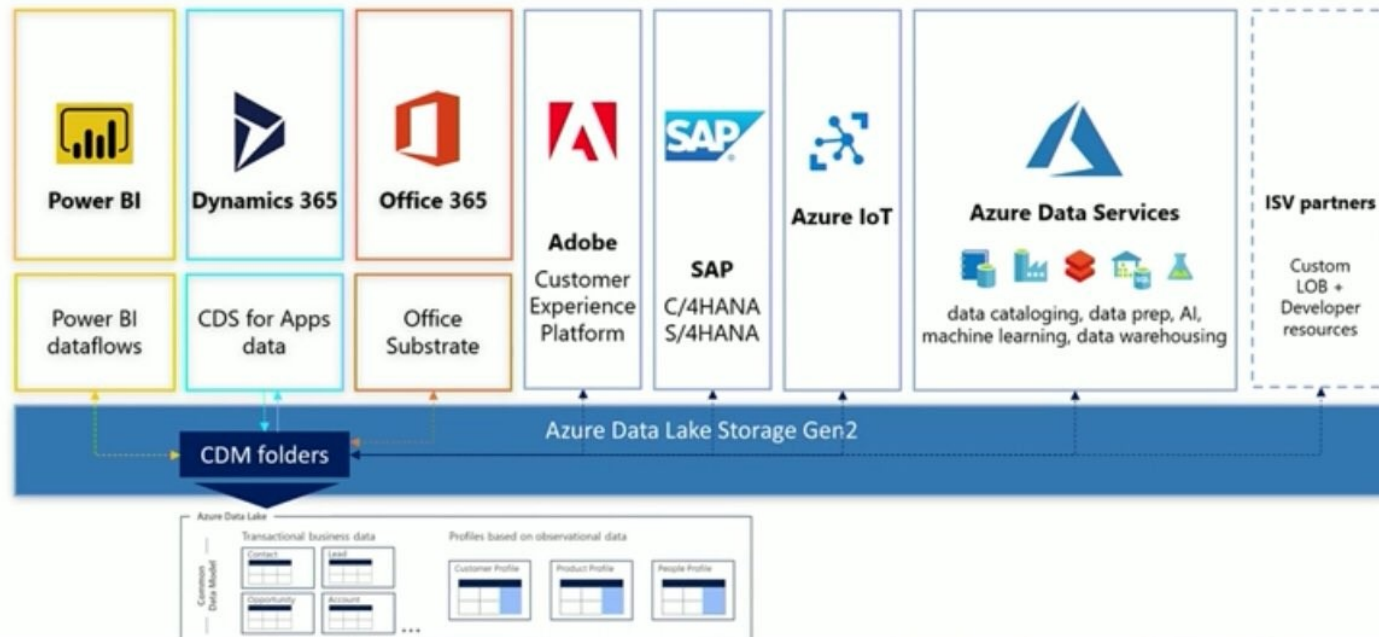
- Unlock and harmonize **siloes data** to create new value
- Bi-directionally move transactional, operational, customer or IoT data **to and from the common data lake** based on their preference or needs
- Create data-powered digital feedback loops for greater business impact, while also helping to enable their **security and privacy compliance** initiatives
- Build and adopt intelligent applications that natively **understand data, relationships and metadata** spanning multiple services from Adobe, SAP, Microsoft and their partners

Common Data Model (CDM)

Enabling low friction collaboration among Data + AI professionals

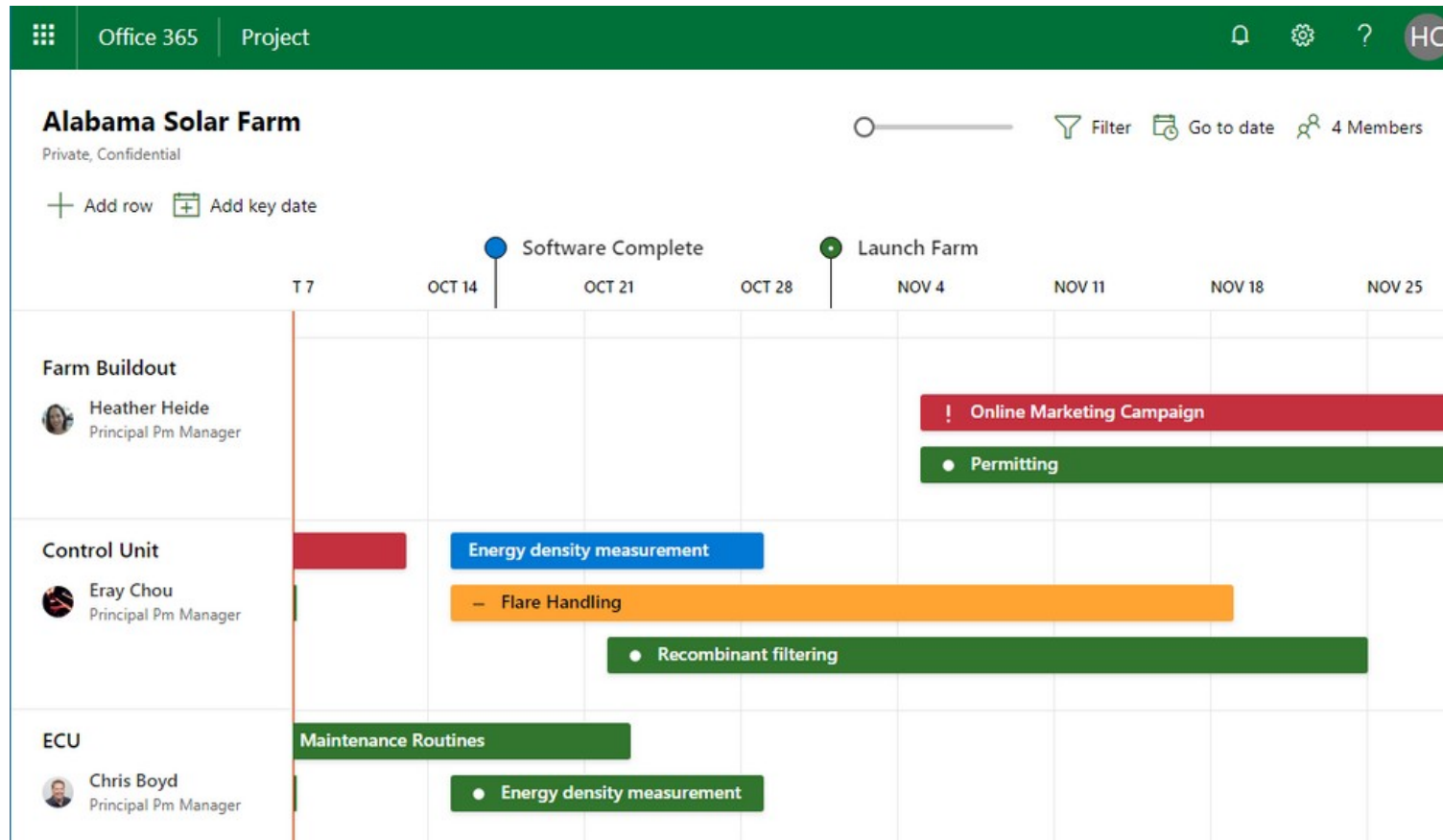
Business analysts
Low/no code

Data scientists, Data engineers
Low to high code



<https://aka.ms/cdmposter>

"New Microsoft Project"



Connect

Azure DevOps organization

https://solarbreeze.visualstudio.com

✓ Looks good

Choose a project

Solar Control Unit

Connect to project ⓘ

Get updates to Roadmap from Azure Boards
By Microsoft

Connect

See details

This template is used to keep your Project Roadmap up to date with the latest information from Azure Boards

This flow will connect to:

- Azure DevOps ✓ Azure DevOps ...
- Project Roadmap ✓ hcrow@microsoft.com ...

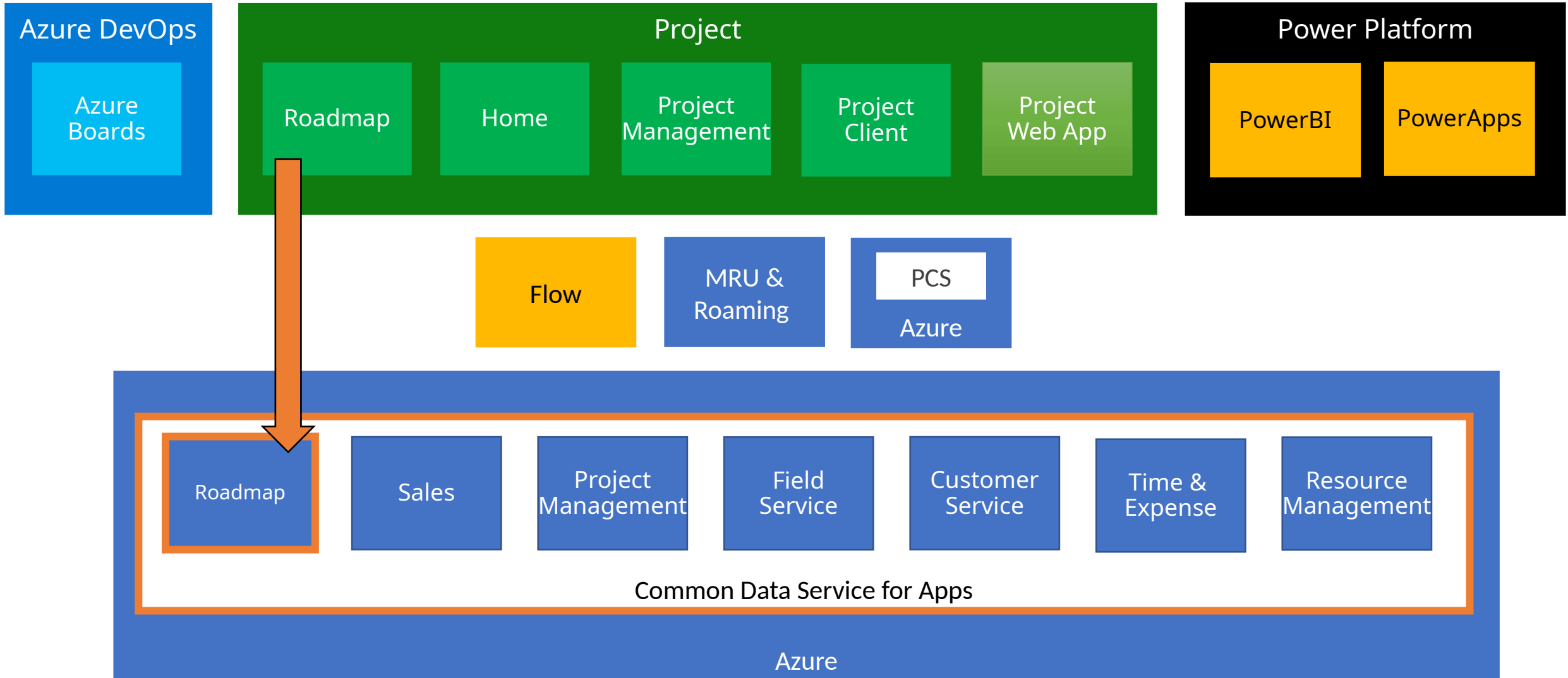
Permissions

Project Roadmap

- Read and update Roadmap items

Powered by Microsoft Flow

"New Microsoft Project"



Home

Jobs

Talent pools

Templates

Email templates

← Back to jobs

Close job

Customer Success Manager

Hiring Manager: Jeff Hay | Req ID: 001008 | Job status: Active

Applicants

Prospects

Details

Hiring team

Process

Postings

Search applicants

Applicants to consider

AM Archie McDermott

software

View candidate

AA Ayo Achebe

View c

My applicants

All

NAME	DATE APPLIED
Alessandra Russo	10/13/18
Ayo Achebe	10/13/18

PowerApps

FileCloseShow DependenciesActionsHelp

Solution: Dynamics 365 for Talent Apps

Components

You cannot directly edit the components within a managed solution. If the managed properties for solution components are set to allow customization, you can edit them in the Customizations area or from another unmanaged solution.

Solution Dynamics 365 for Talent Apps

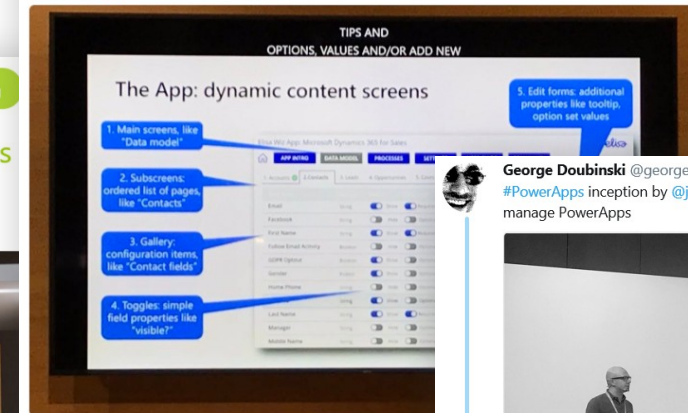
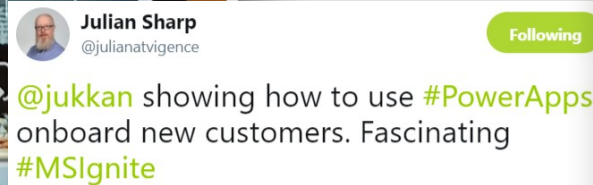
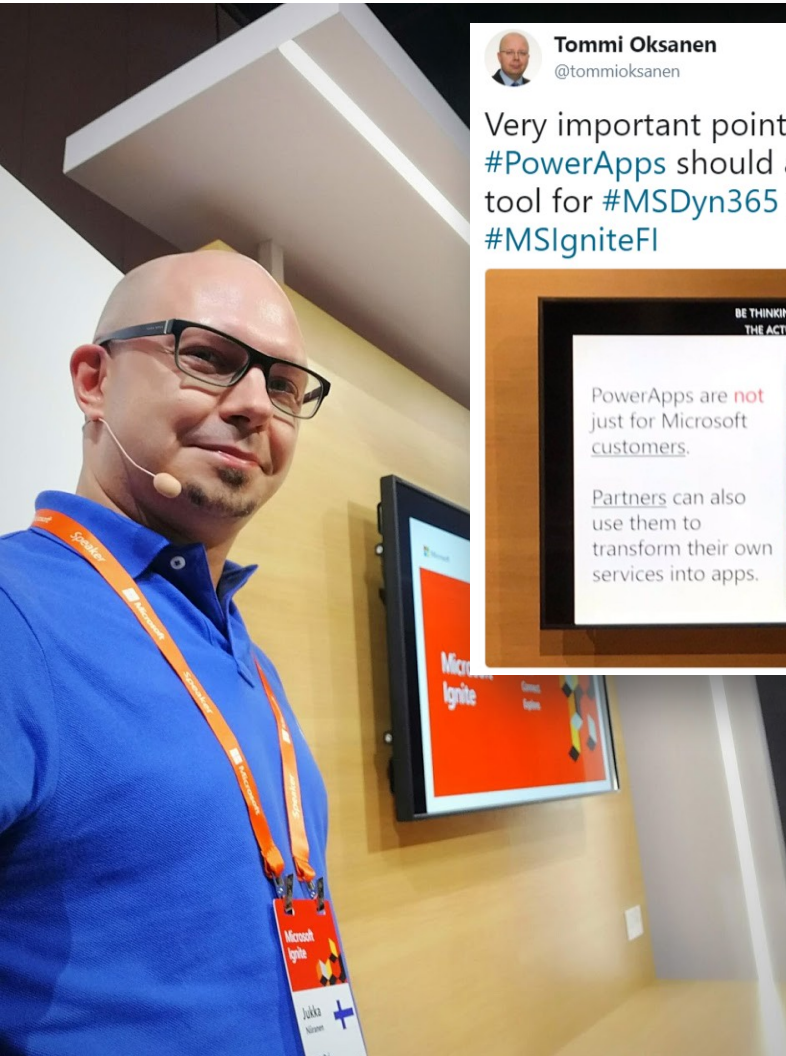
InformationComponentsEntitiesApplication role assignmentAssessment reportAssessment report packageAssessment report participantAssessment resultBusiness UnitCandidateCandidate artifactCandidate educationCandidate Personal DetailCandidate skillFormsChartsFieldsKeys1:N RelationshipsN:1 RelationshipsN:N RelationshipsBusiness Rules

Component Type All

	Display Name ↑	Name	Type
	Onboarding guide activity participant	msdyn_o...	Entity
	Onboarding guide participant	msdyn_o...	Entity
	Onboarding newbie activity status	msdyn_o...	Entity
	Onboarding project status	msdyn_o...	Option Set
	Recruiter	Recruiter	Security Role
	Recruiting admin	Recruitin...	Security Role
	Recruiting read all	Recruitin...	Security Role
	Skype Meeting Type	msdyn_s...	Option Set

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Elisa @ Ignite 2018



EXPO: BUSINESS APPLCIATIONS





That's all!

Microsoft



Finland Dynamics User Group

<https://www.dynamics365.fi/>