

Overview of templates in portals

When provisioning a Power Apps portal, you need to define the type of audience who will visit the new portal. The audience will determine which portal options you will be given.

The following table outlines the various portal templates, associated audiences, and what the portal options can provide.

Portal	Audience	Workload
Community	Partner, customer	Choose this option to provision a portal that is focused on an online community. This portal will contain features such as forums, ideas, blogs, and case management.
Customer self-service	Partner, customer	This option provides the ability for portal users to search knowledge articles, submit cases, and participate in discussion forums to resolve issues.
Employee self-service	Employee	This portal allows employees to access a centralized knowledge article and to also submit cases.
Partner	Partner	Choose this option to build a portal where external partners can manage and collaborate on accounts and opportunities. Add-ons are available for Dynamics 365 Field Service or Dynamics 365 Project Service.
Customer portal	Enterprise B2B	The Dynamics 365 Supply Chain Management Customer portal is a template that provides portal access to Dynamics 365 Supply Chain Management data by using dual-write Microsoft Dataverse tables.
Portal from blank	Other	The Portal from blank option is meant for unique line-of-business scenarios where the other templates are not a good fit. The portal can be configured to address a variety of requirements. If Portal from blank is provisioned within a Microsoft Dataverse environment, specific features from the other portals can be incorporated into the portal later.

Mark as completed