Presenter

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Dynamics 365 for Field Service

Azure IoT Central

Capture anomaly and other data in Dynamics 365

Content Overview

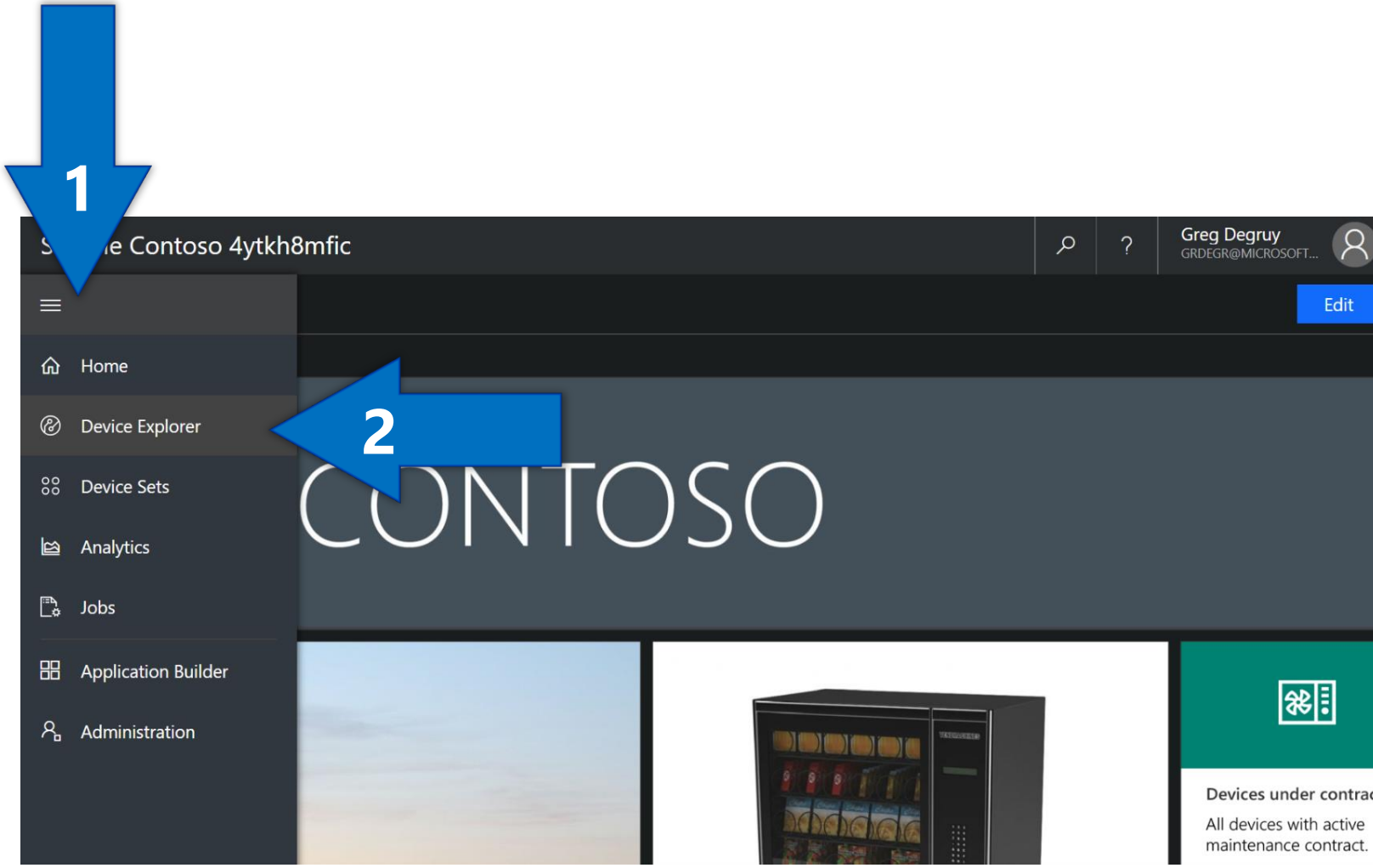
- 10 minutes
- You'll learn how to:
  - Add a new Telemetry rule
  - Create a Microsoft Flow that sends anomaly data to Dynamics 365

EXERCISE 3

Dynamics 365

1. From anywhere Select the hamburger menu button ☰

2. Select Device Explorer

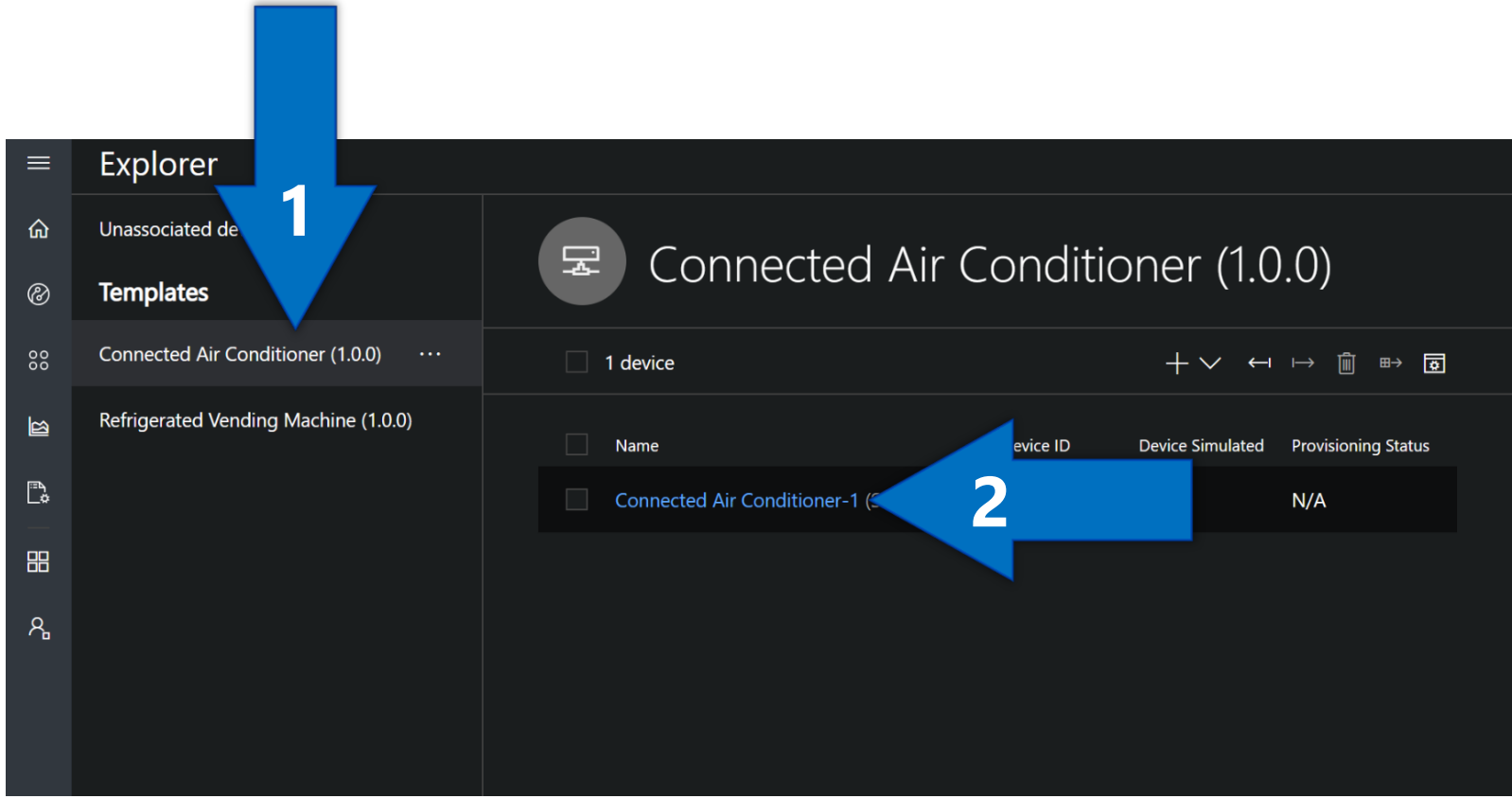


EXERCISE 3

Dynamics 365

1. Select the Connected Air Conditioner template we've been using if not selected already

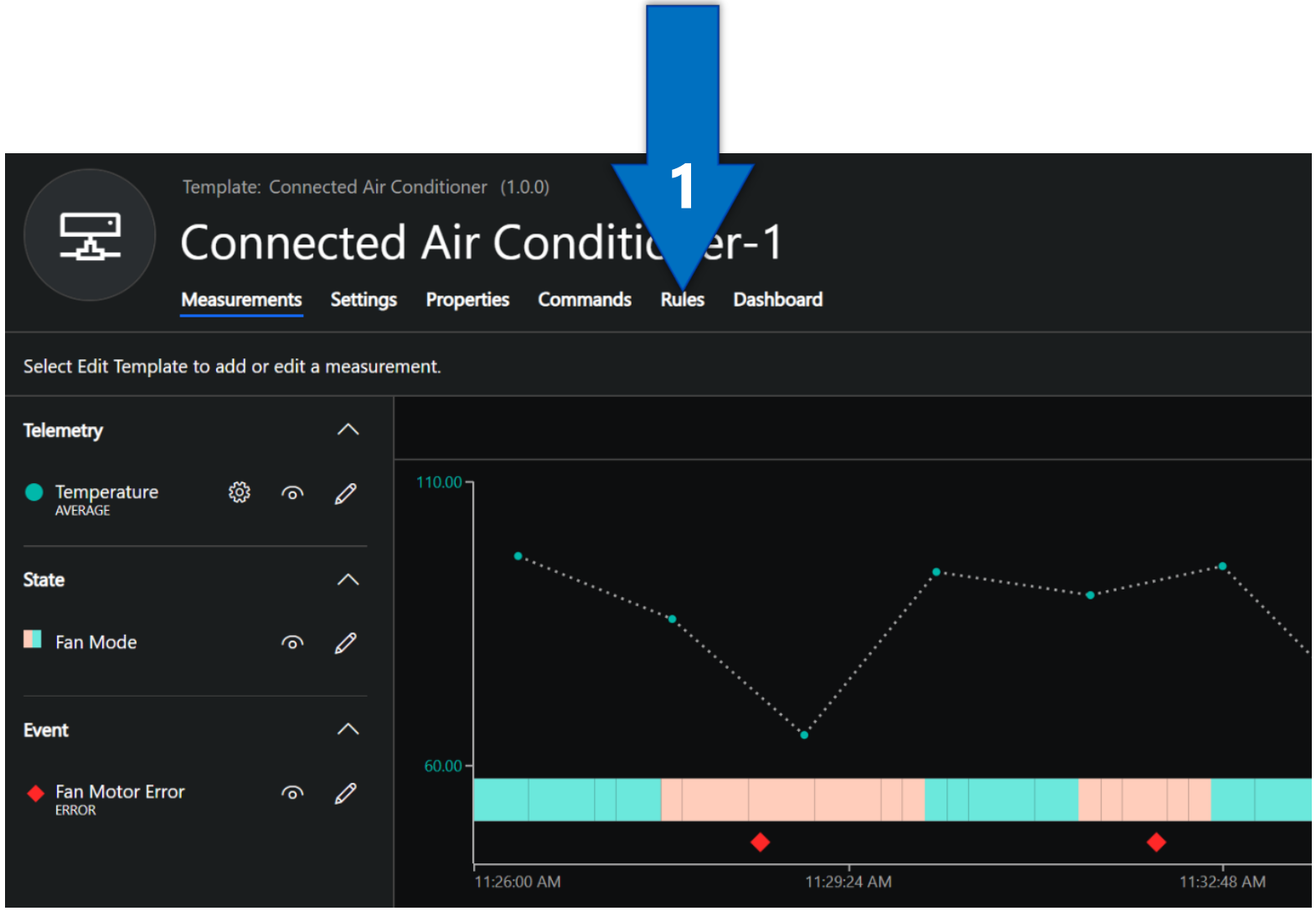
2. Select the Connected Air Conditioner from the device list



EXERCISE 3

Dynamics 365

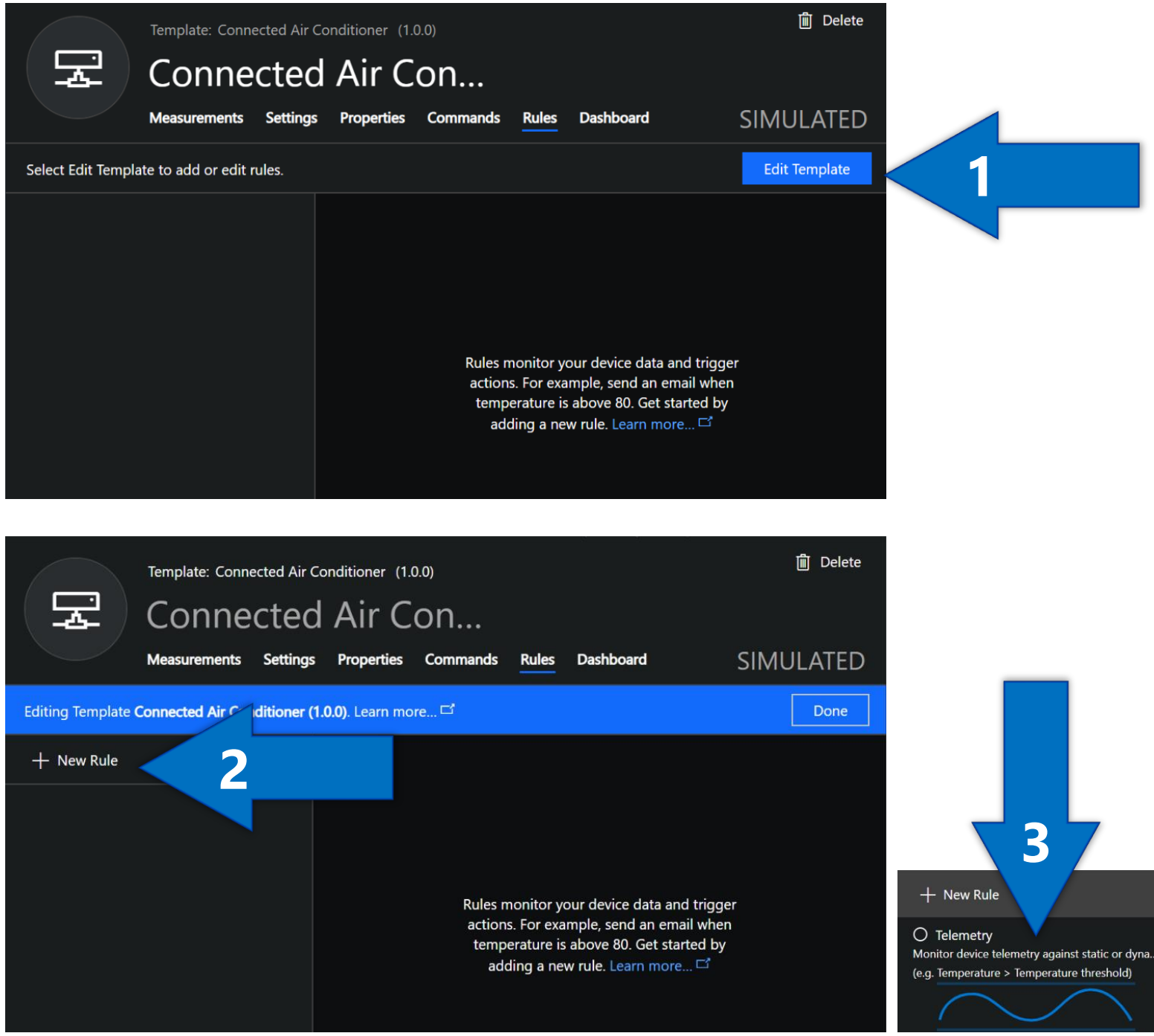
1. Select Rules



EXERCISE 3

Dynamics 365

1. Select Edit Template
2. Select New Rule
3. Select Telemetry



EXERCISE 3

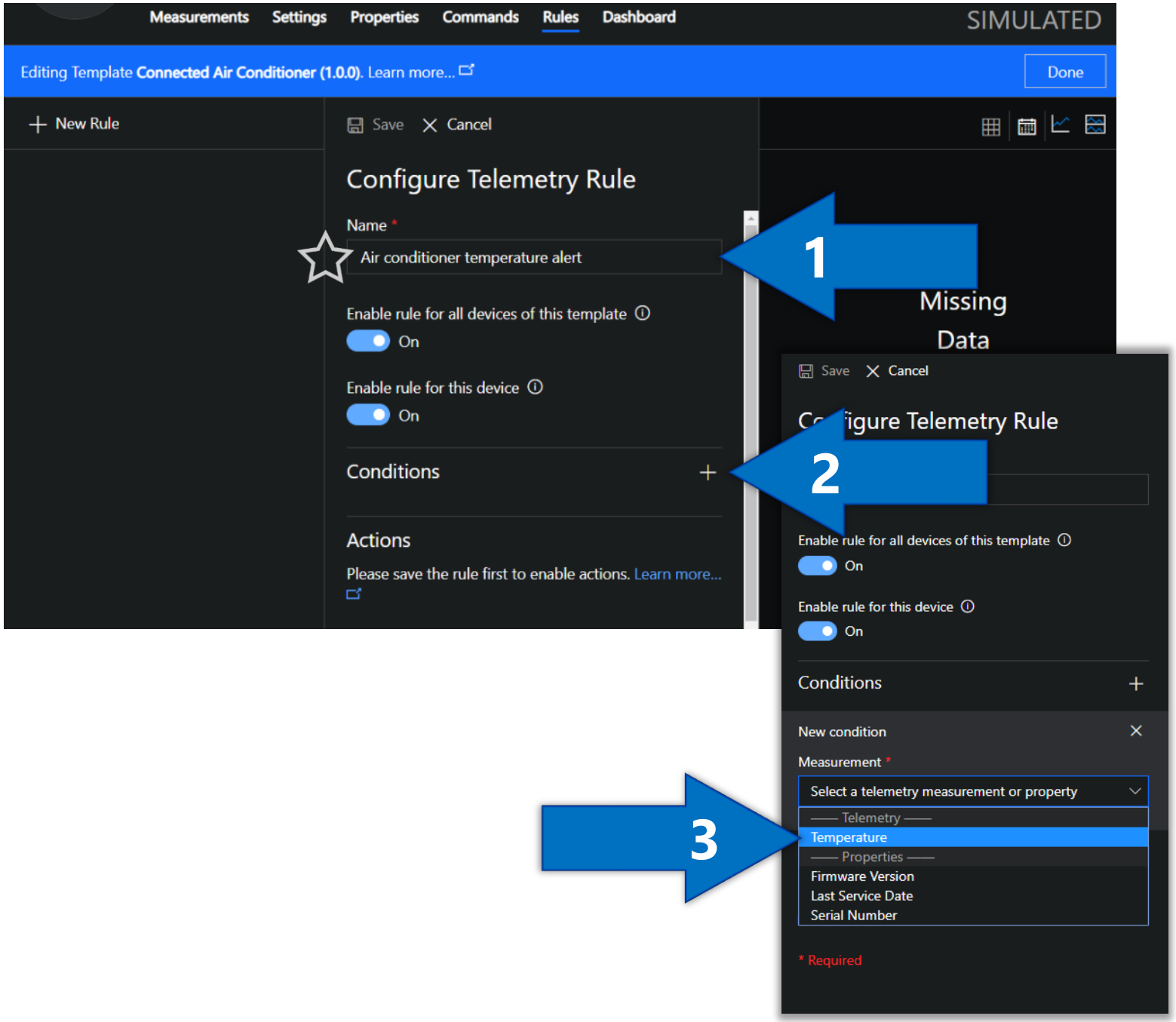
Dynamics 365

1. Add the **Name** *Air conditioner temperature alert* and leave the switches set on

☆ As you move closer to production and add many more rules, please make the names as unique as possible. This will make managing rules in Microsoft Flow and other Actions much easier in the future.

2. Add a new Condition

3. From the Measurement drop down select Temperature

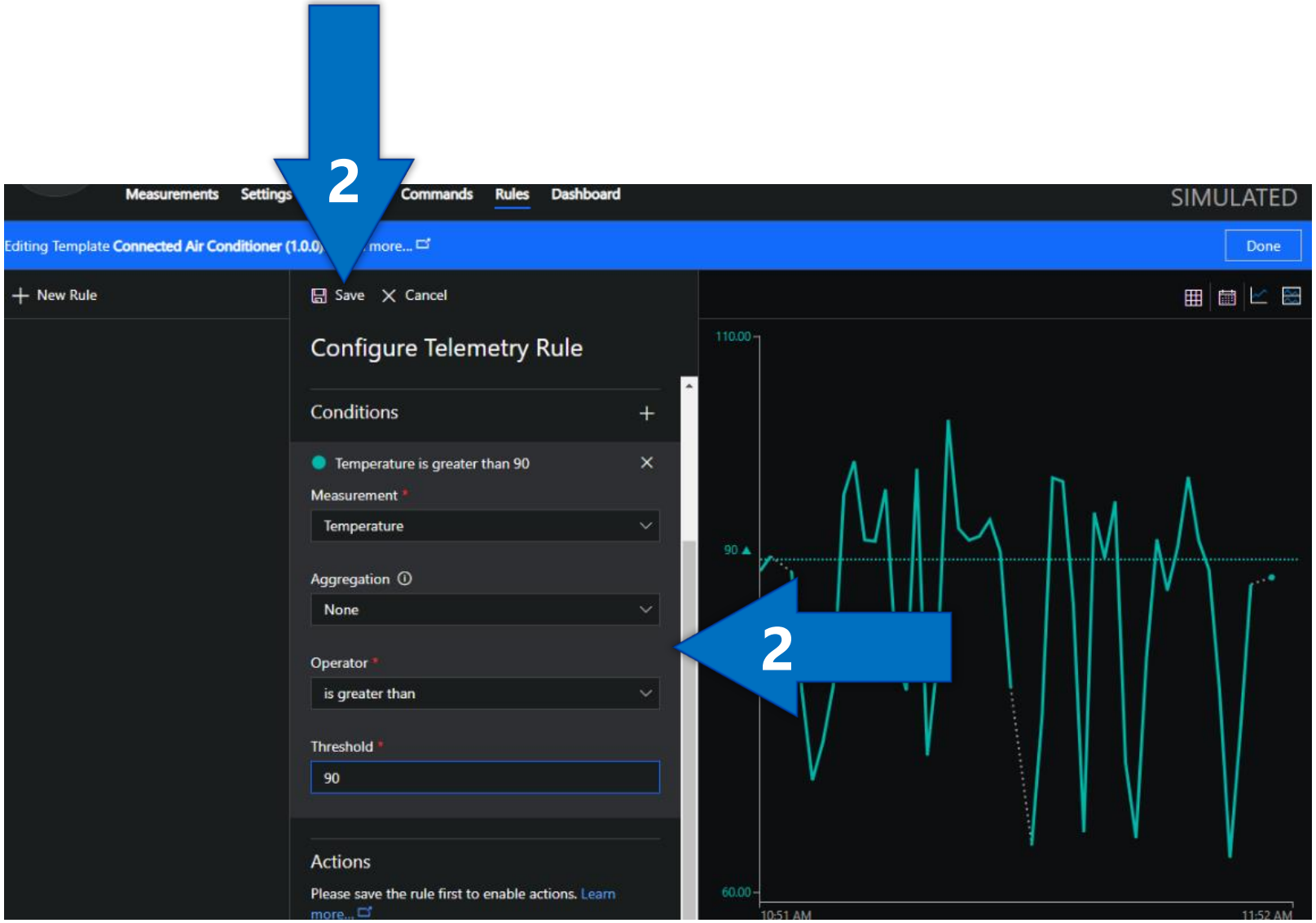


EXERCISE 3

Dynamics 365

1. Configure the Temperature threshold to be at 90 degrees by adding the following to the condition
   - Aggregation None
   - Operator is greater than 90
   - Threshold 90

2. Save

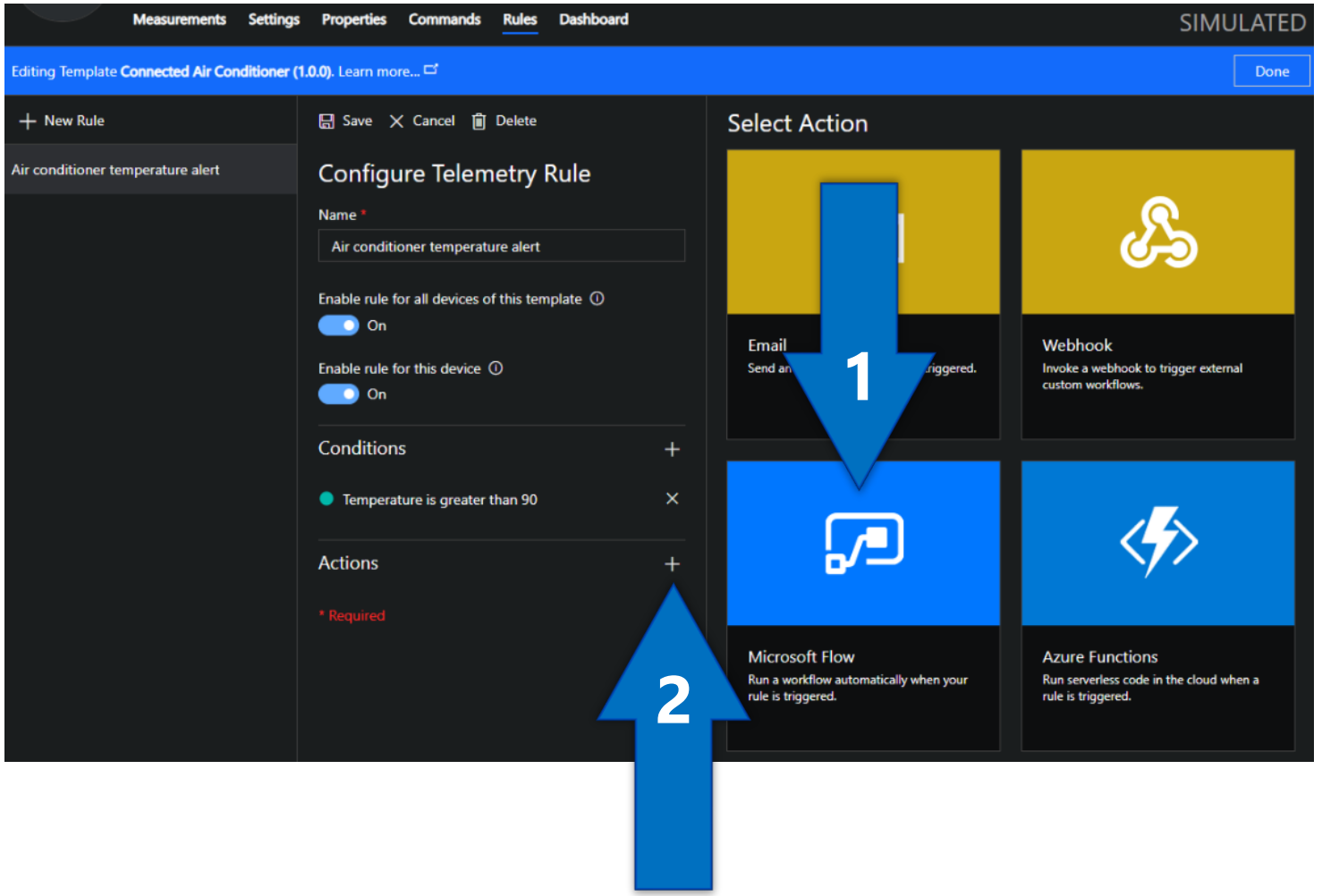


EXERCISE 3

Dynamics 365

1. Add a new Action

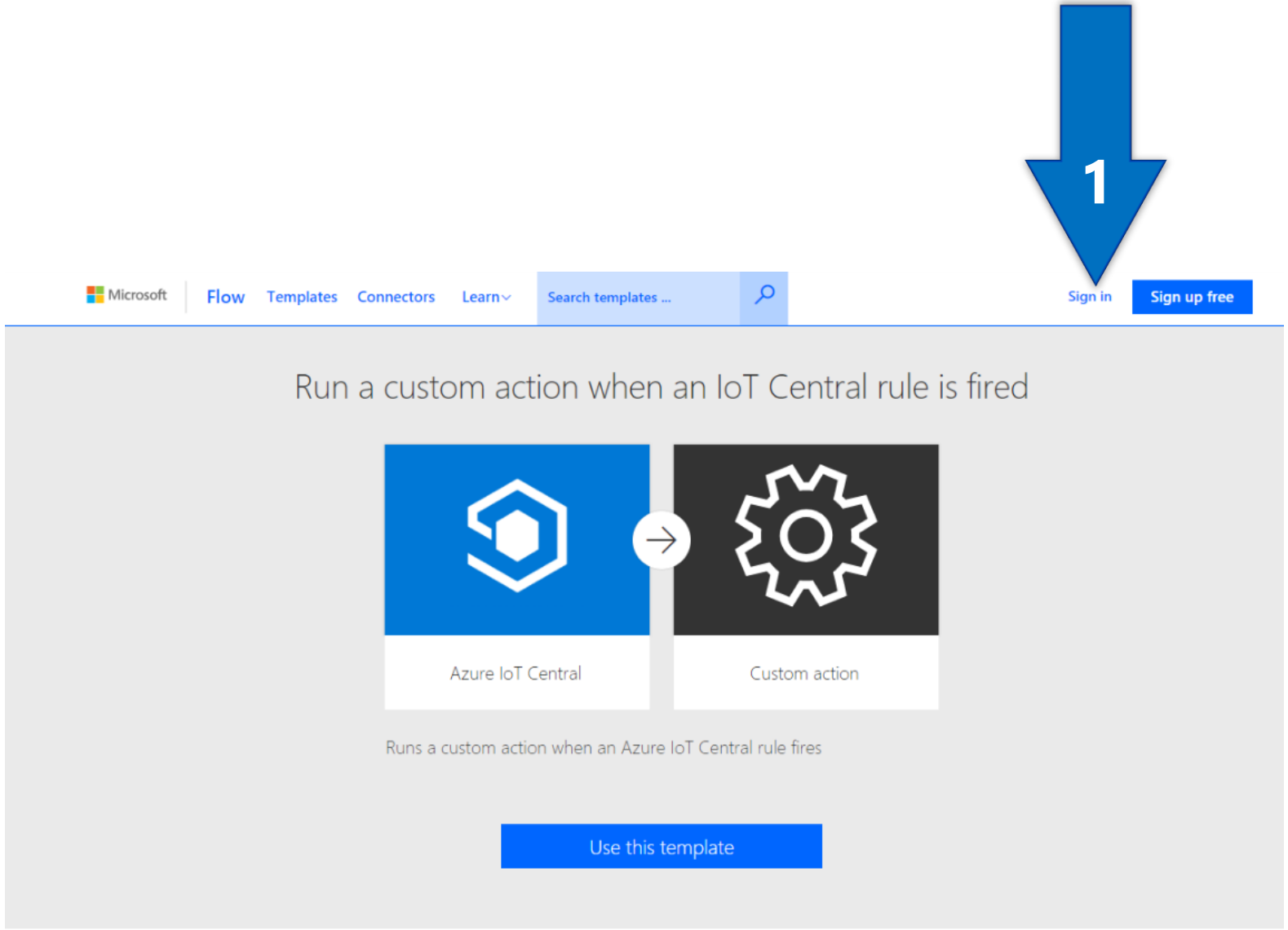
2. Select Microsoft Flow, a new window will open



EXERCISE 3

Dynamics 365

1. Sign in first, this will transport us to the full portal experience

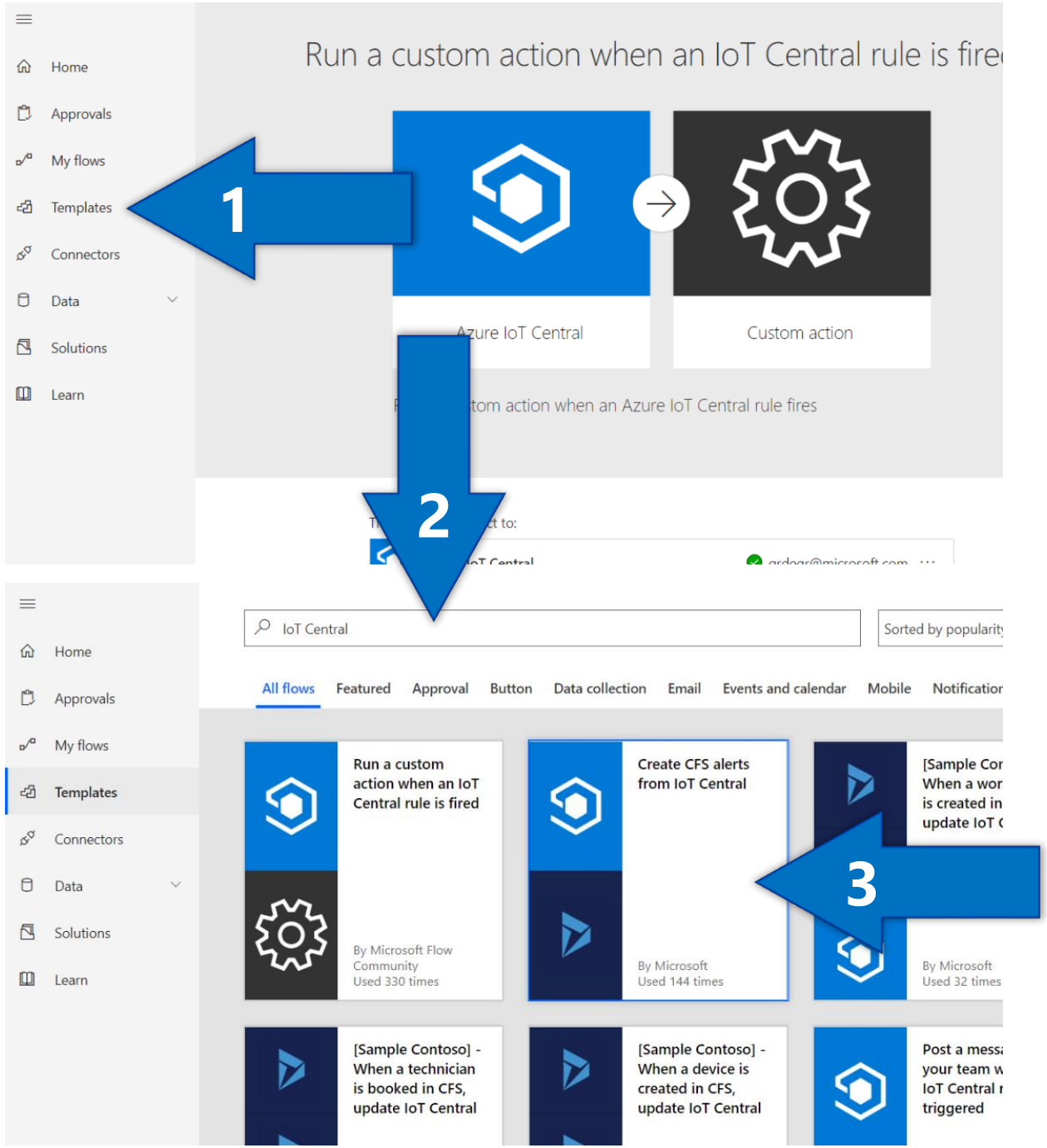


EXERCISE 3

Dynamics 365

We're going to use a different template than the one presented to us when we first sign in

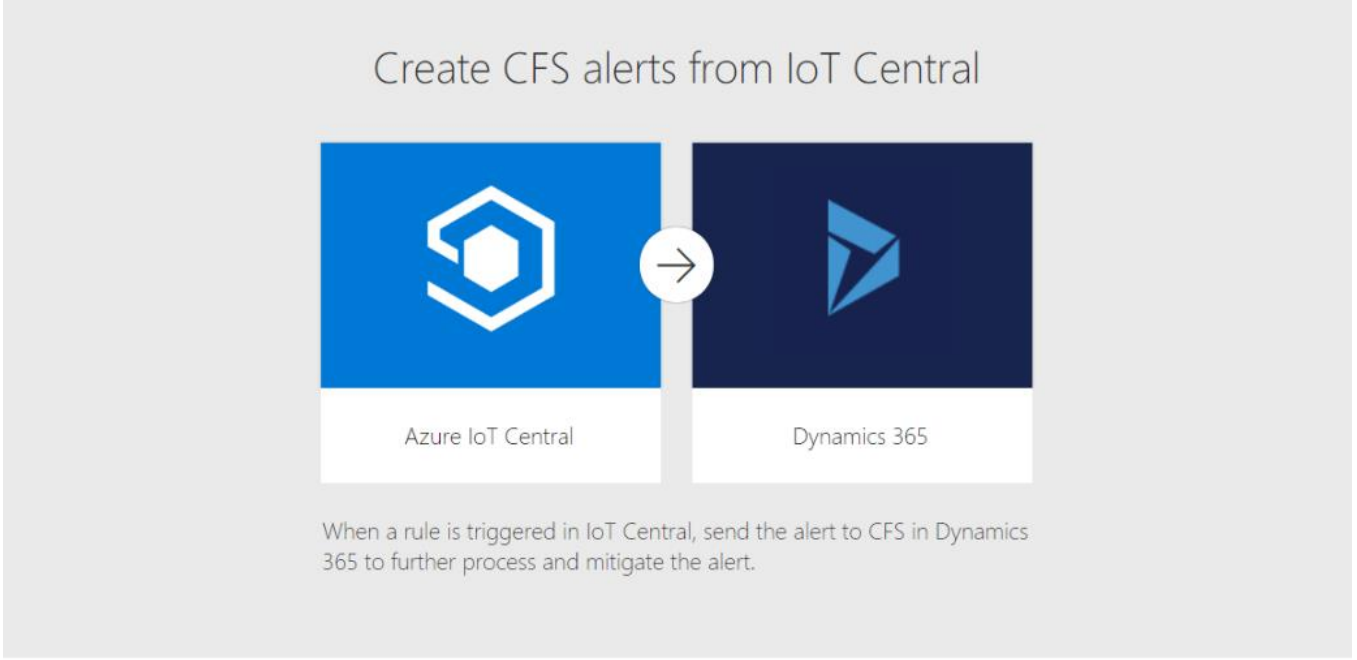
1. Select Templates
2. Search for *IoT Central*
3. Select *Create CFS alerts from IoT Central*



Dynamics 365 Optional Account fix

1. Select Continue

If you don't have a valid connection to IoT Central or Dynamics 365 I show you how to fix them on the next two slide. Skip those slides if you have green check marks for both.

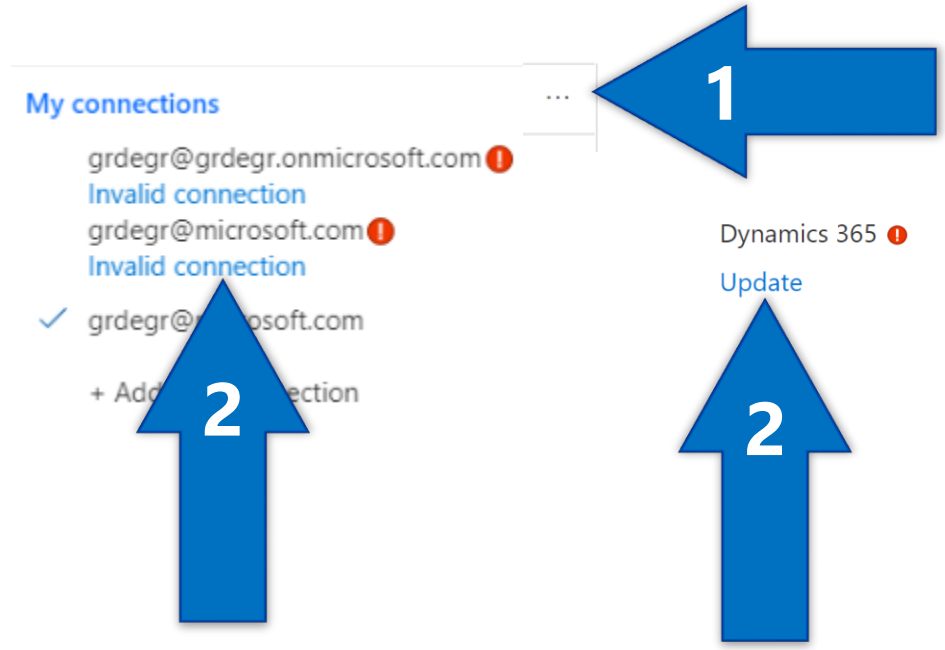


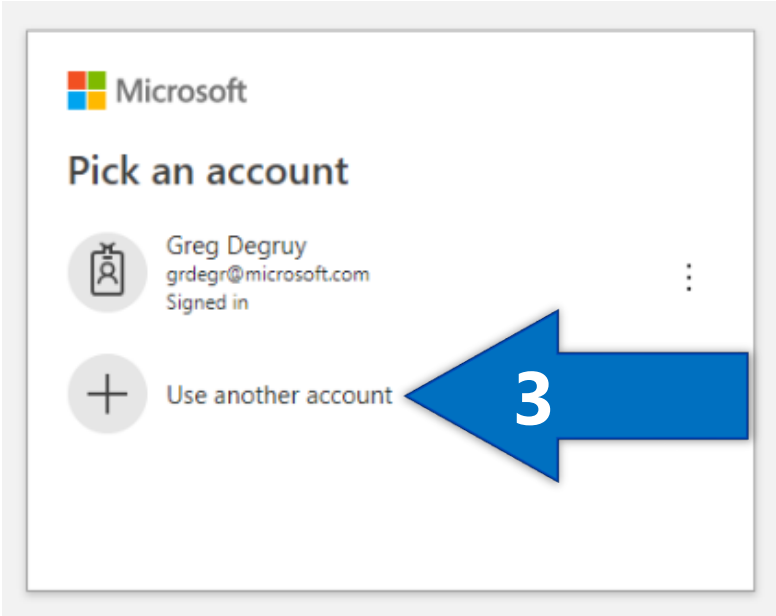
EXERCISE 3

Dynamics 365 Optional Account fix

You can skip this if you have valid connections to IoT Central and Dynamics

1. Select the ellipse •••
2. Select *Invalid connection* or *Update* the connection associated with your Dynamics 365 instance
3. Select Use another account and sign in with your Dynamics 365 credentials



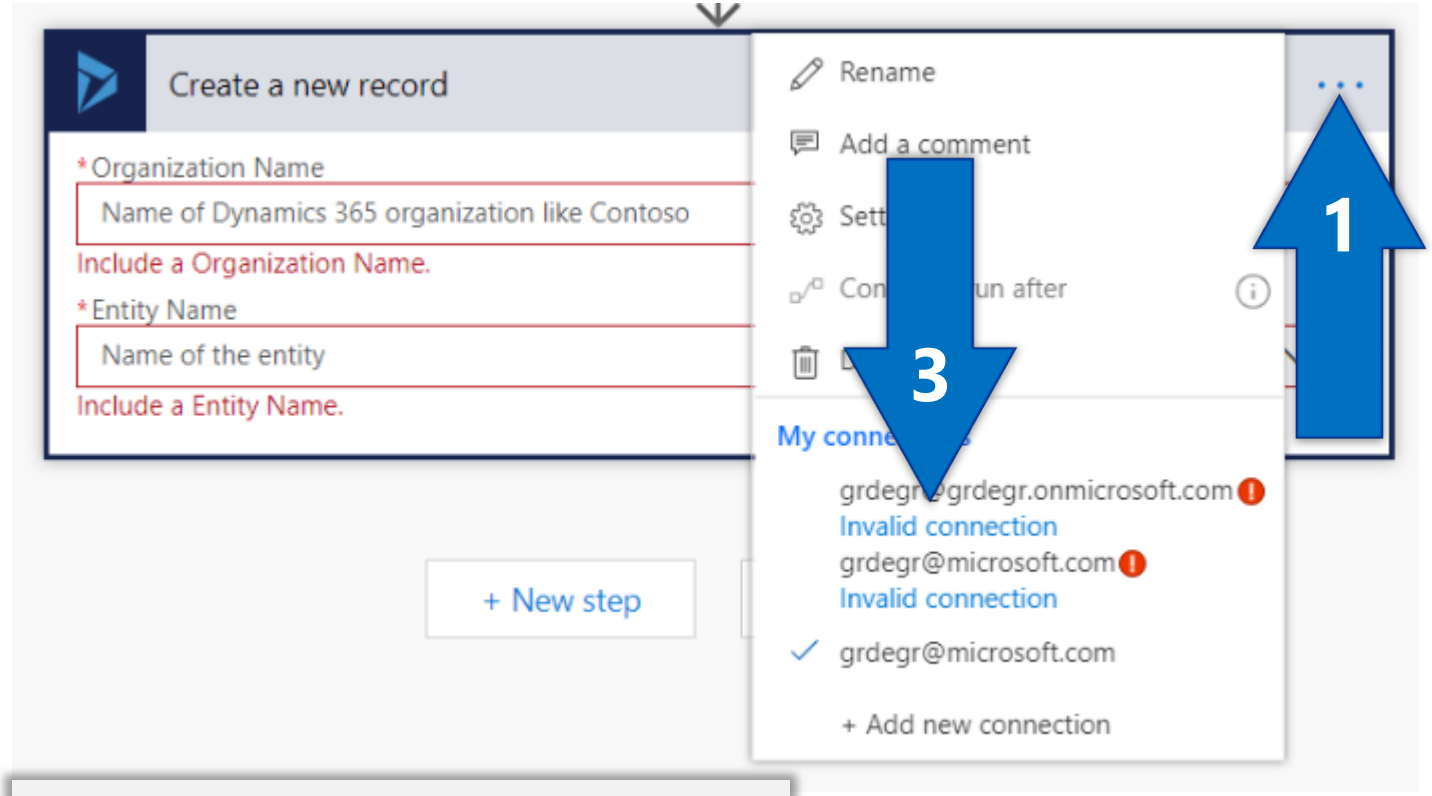


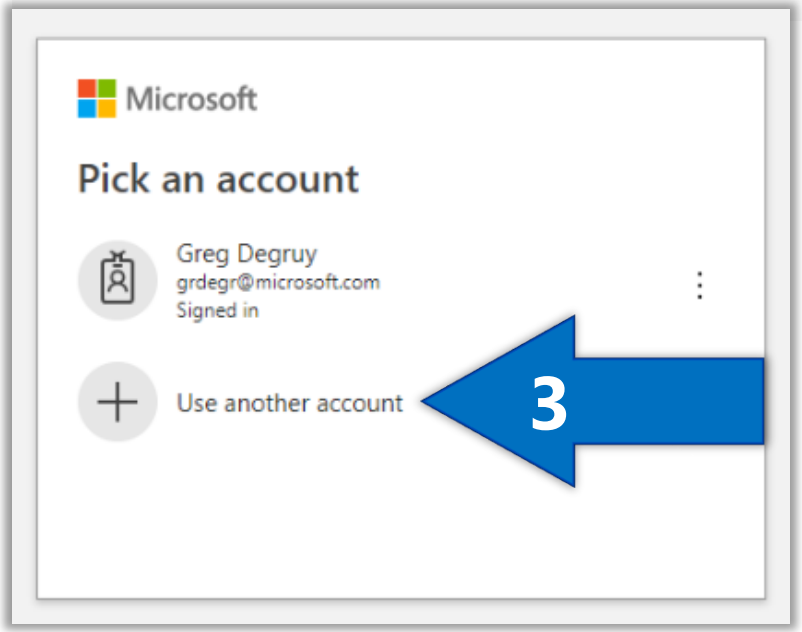
EXERCISE 3

Dynamics 365 Optional Account fix

If you still see issues once we get to the flow step creation

1. Select the ellipse •••
2. Select *Invalid Connection* under the connection associated with your Dynamics 365 instance
3. Select Use another account and sign in with your Dynamics 365 credentials





EXERCISE 3

Dynamics 365

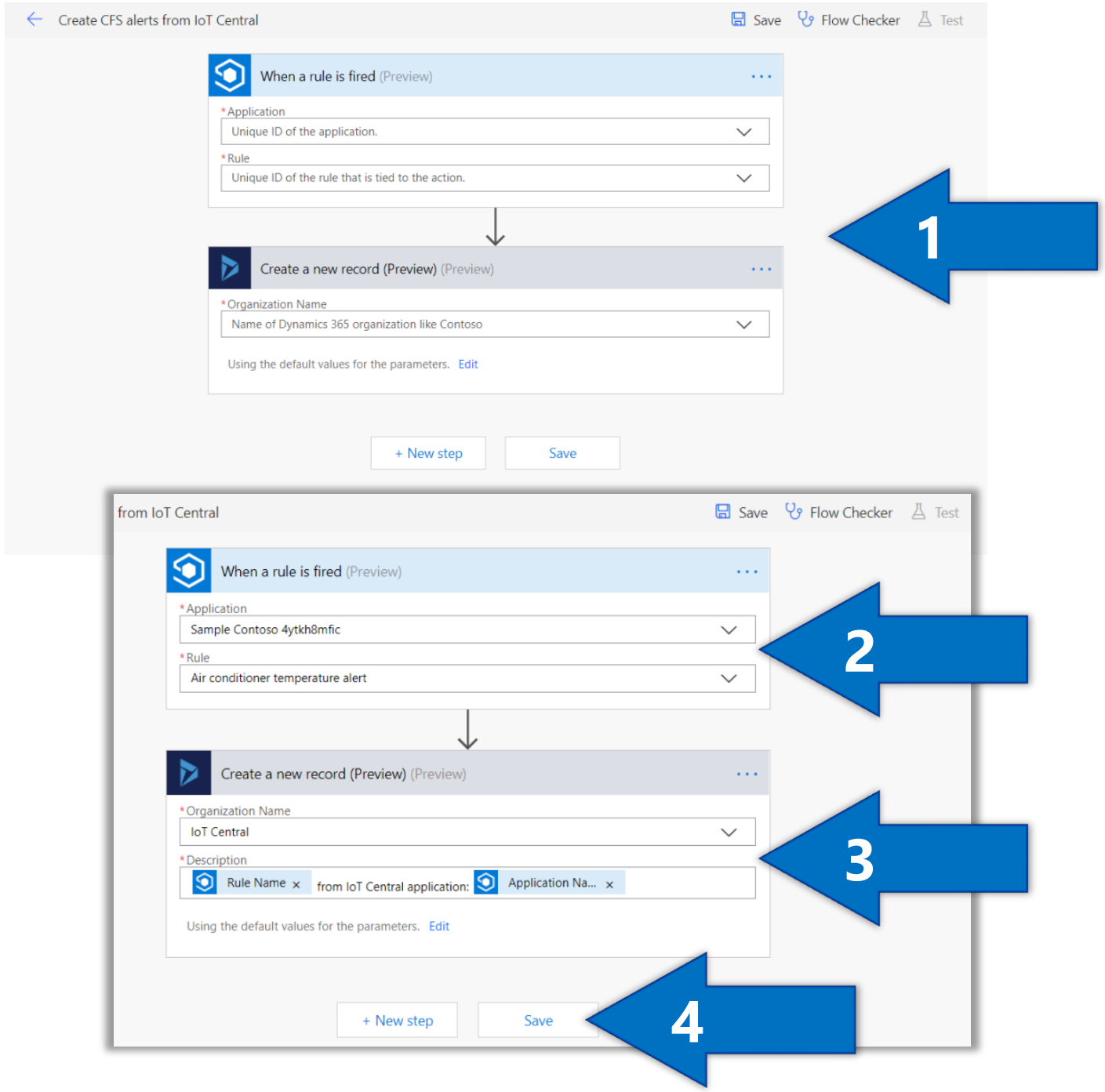
If you don't have issues on either of the two slides you should see the template flow that creates out IoT alerts for us

1. Our flow template has prefilled the steps for us to listen for a fired rule and then create a Dynamics record

2. Use the drop downs to select our **Application** *Sample Constoso* (your unique id numbers may be different than mine) called and **Rule** called *Air conditioner temperature alert* we created in IoT Central

3. Use the drop down to select your Dynamics 365 organization that you've installed Connected Field Service in

4. Save and go back to your IoT Central tab

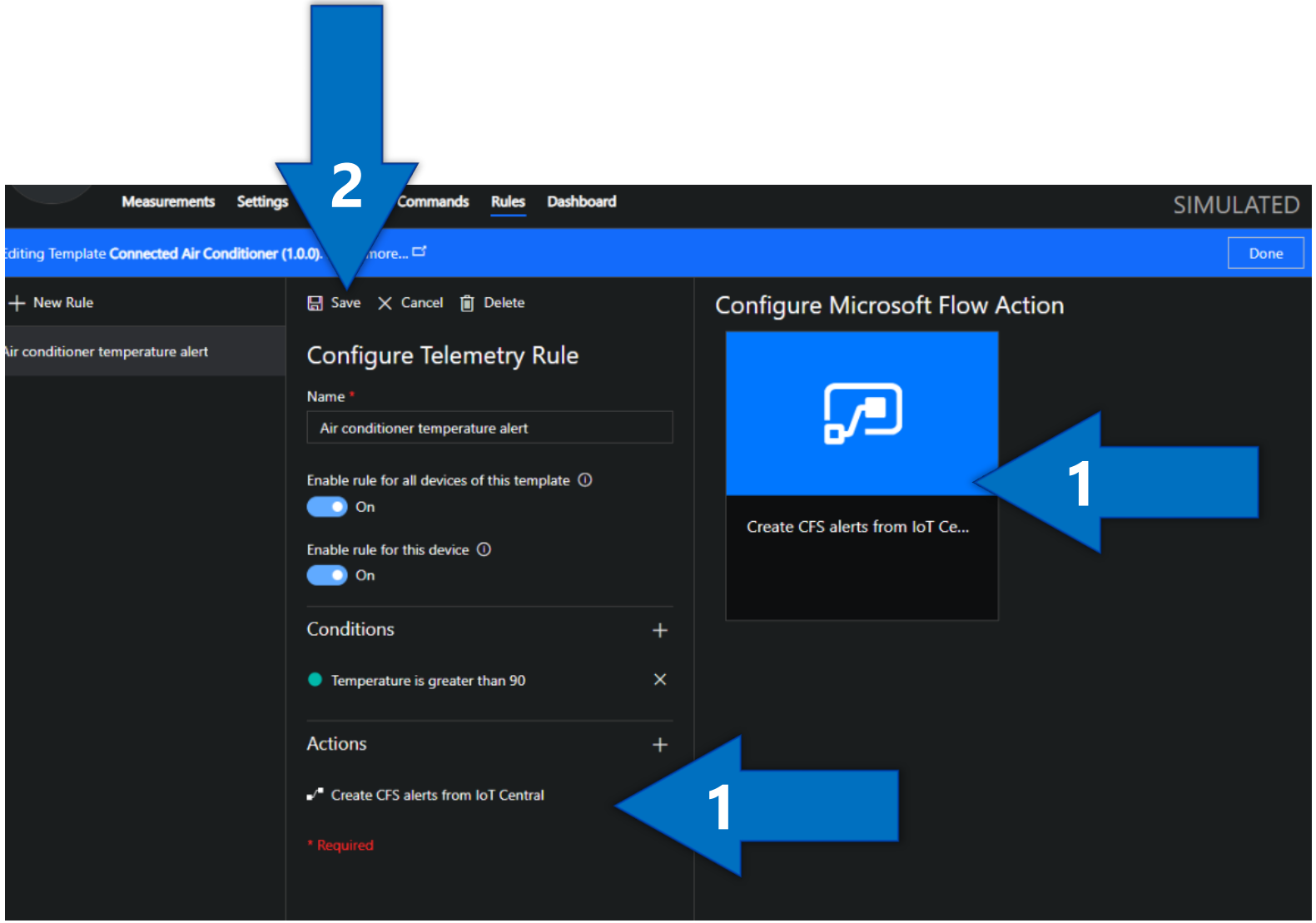


EXERCISE 3

Dynamics 365

1. Once back on the IoT Central portal after a few moments from hitting Save in the last slide, you'll your action has been successfully connected to your IoT Central to Dynamics 365 Flow. We're almost done!

2. Save



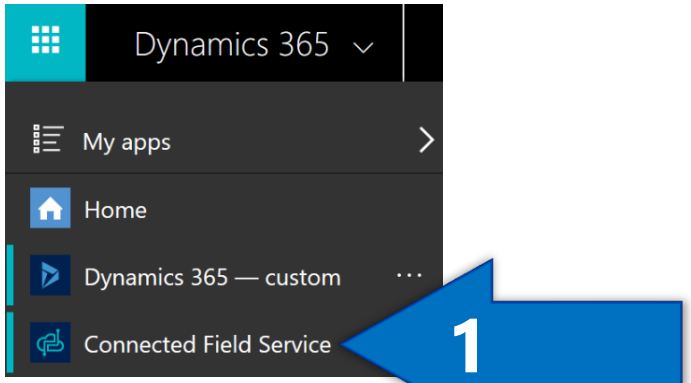
EXERCISE 3

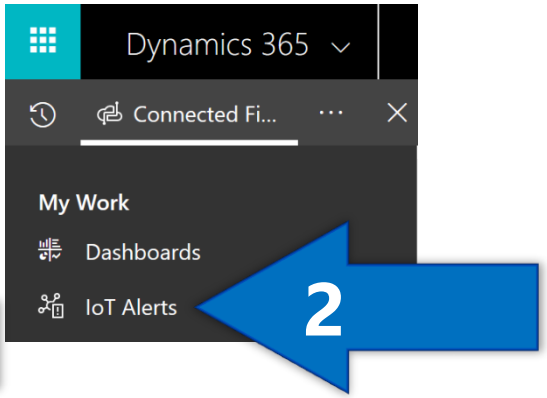
Dynamics 365

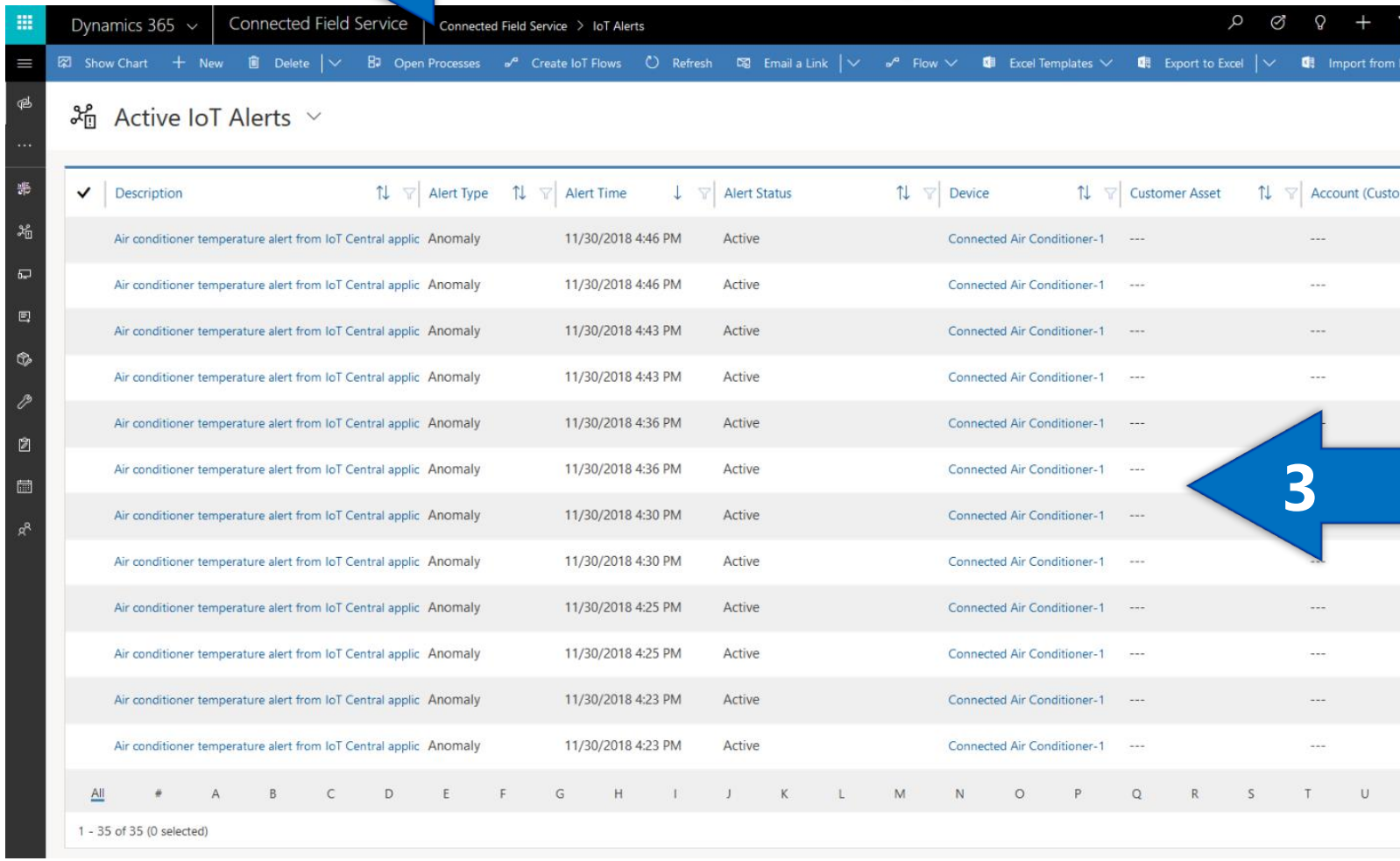
1. Log into your Dynamics 365 Instance that you've been using throughout this exercise and select the Connected Field Service Unified Interface App

2. Select IoT Alerts from the CFS app

3. Almost instantly our Flow is doing the hard work for us and populating our Dynamics 365 IoT Alert table with Anomalies that we can assign a Work Order to!



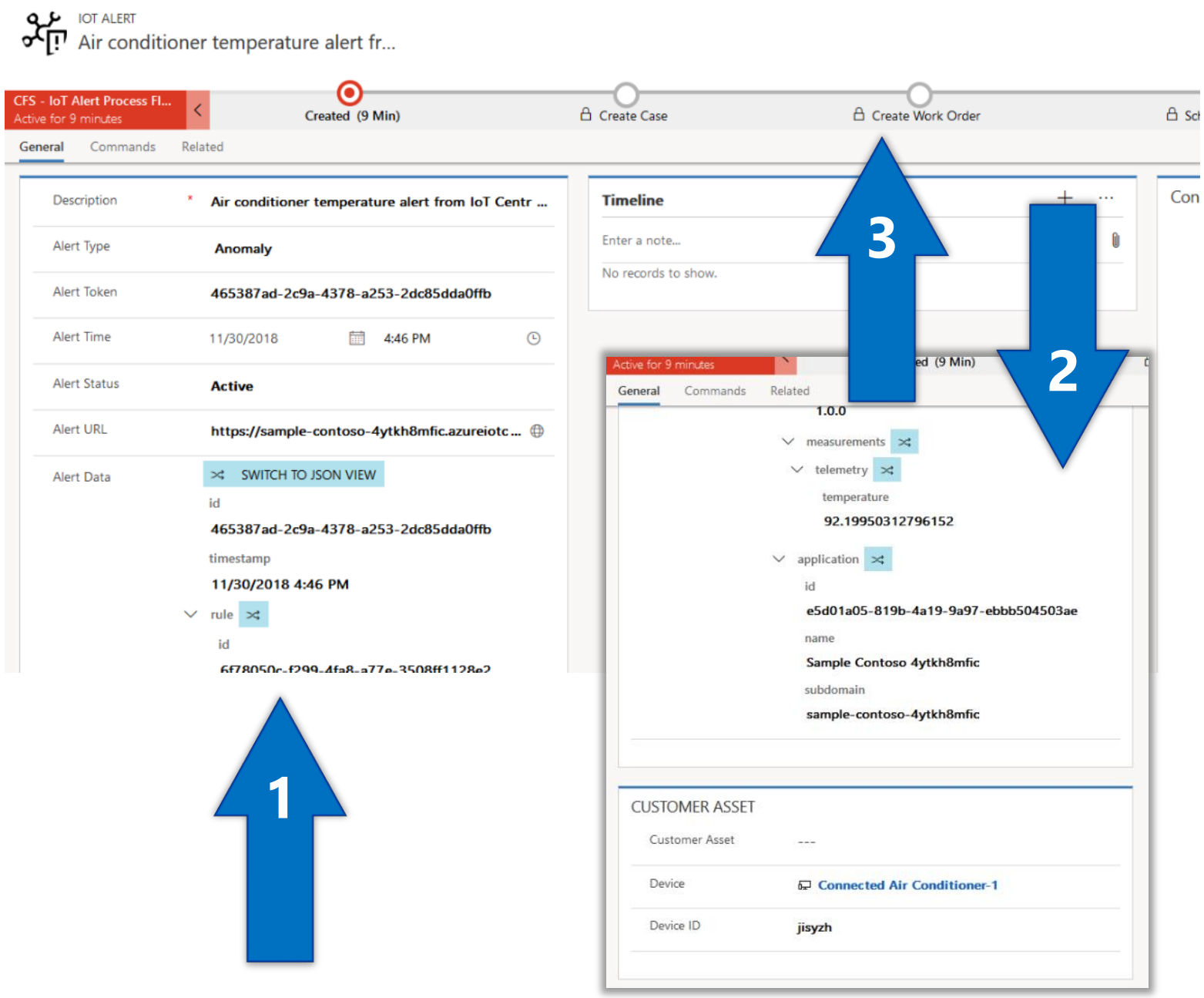




EXERCISE 3

Dynamics 365

1. Our data arrived safely ☺
2. There are many more rich data points as you scroll down the General tab of this IoT alert
3. You can create a Work Order directly from this IoT Alert



EXERCISE 3

Dynamics 365

That's it! We've successfully been able to automatically capture and move data our data to Dynamics 365.

Almost of all of our data has come using this template. There's one last optional exercise that you can go through to learn how to add all of our data points from the device properties and settings to our Dynamics 365 IoT alert.

Maybe you're thinking, but what if I want code an application or service to make a solution that scales beyond what IoT Central can handle? That's where connected Field Service for IoT Hub comes in ☺. Check out that lab buddy.


```
{
  "id": "465387ad-2c9a-4378-a253-2dc85dda0ffb",
  "timestamp": "2018-12-01T00:46:20.471Z",
  "rule": {
    "id": "6f78050c-f299-4fa8-a77e-3508ff1128e2",
    "name": "Air conditioner temperature alert",
    "enabled": true,
    "deviceTemplate": {
      "id": "1hp2g7x",
      "version": "1.0.0"
    }
  },
  "device": {
    "id": "jisyzh",
    "name": "Connected Air Conditioner-1",
    "simulated": true,
    "deviceId": "jisyzh",
    "deviceTemplate": {
      "id": "1hp2g7x",
      "version": "1.0.0"
    },
    "measurements": {
      "telemetry": {
        "temperature": 92.199503127962
      }
    }
  },
  "application": {
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    "name": "Sample Contoso 4ytkh8mfic",
    "subdomain": "sample-contoso-4ytkh8mfic"
  }
}
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