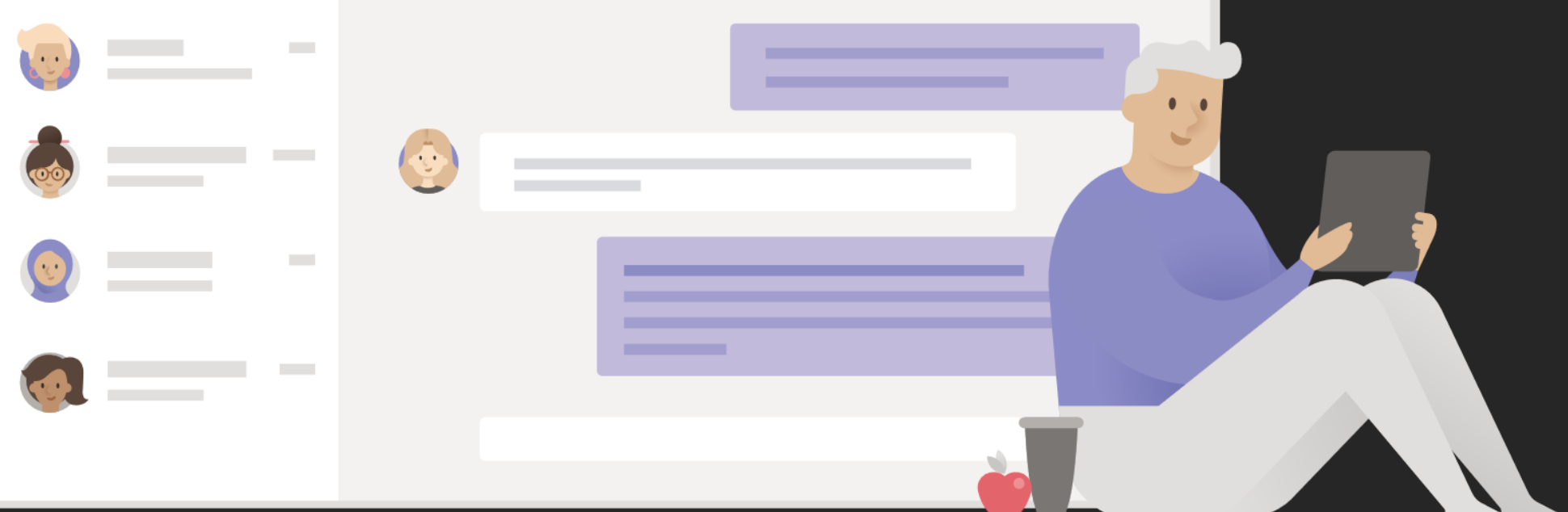


Connected Field Service IoT Central

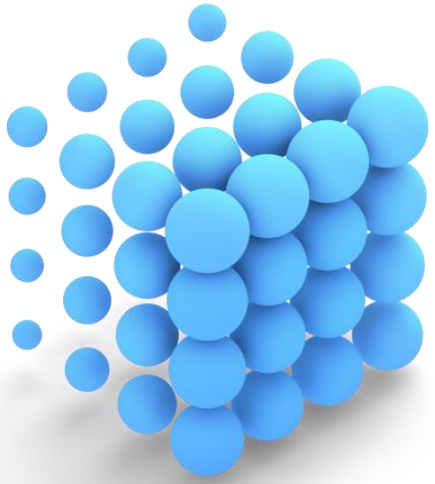
Guide

Developer

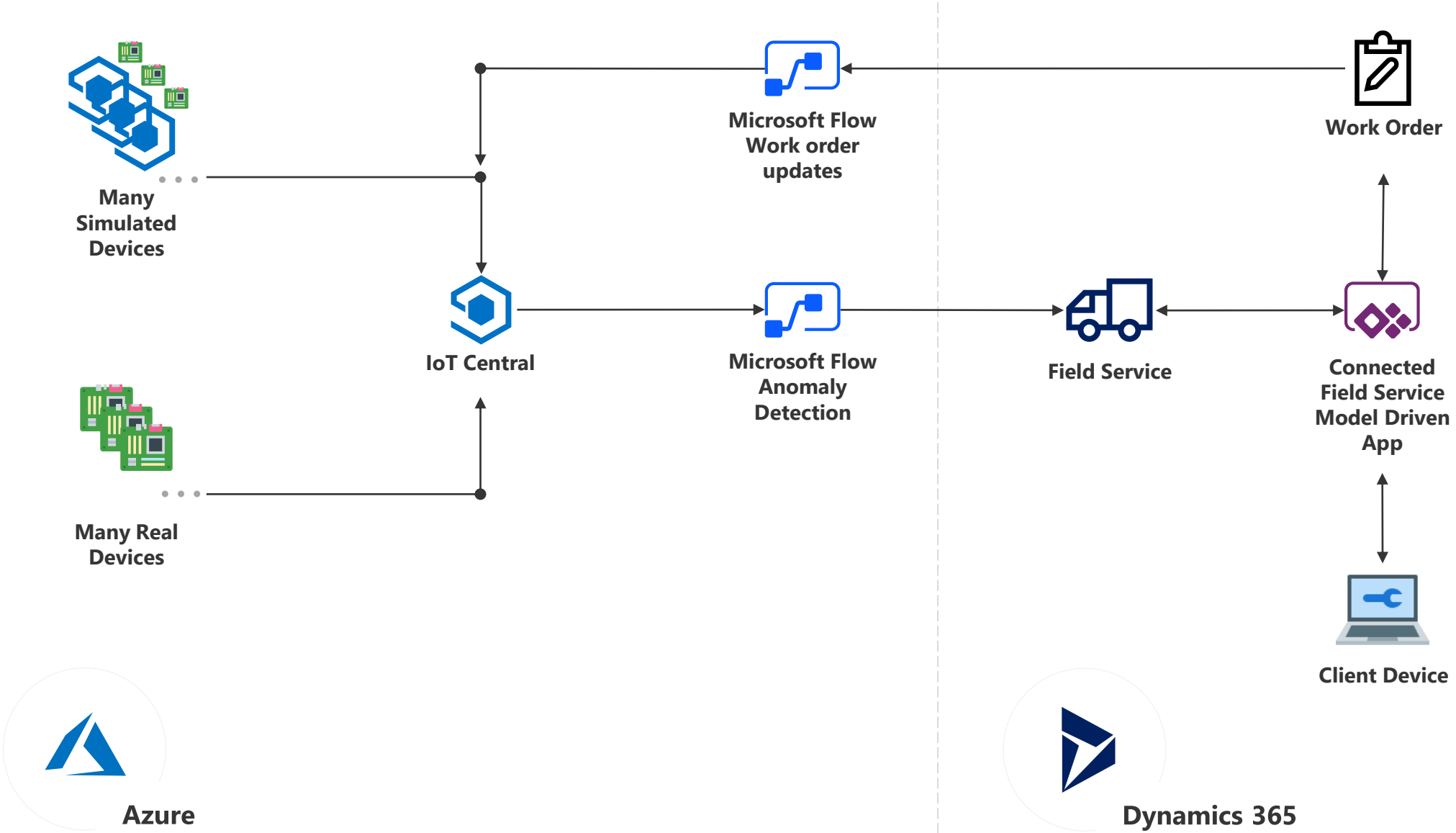
Greg Degruy

Software Engineer and Architect

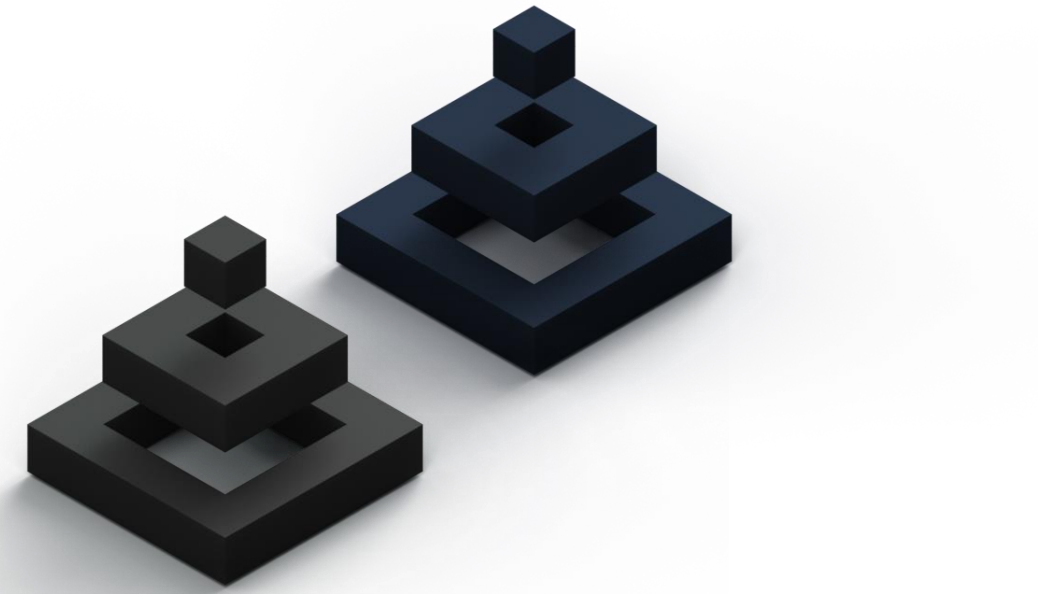
```
{
    github.com/gregdegruy
}
```



Connected Field Service IoT Central { A bi-directional data integration }



CONNECTED FIELD SERVICE

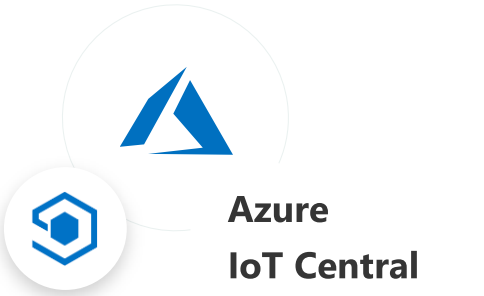


Capture anomaly data in Dynamics 365

Data is king

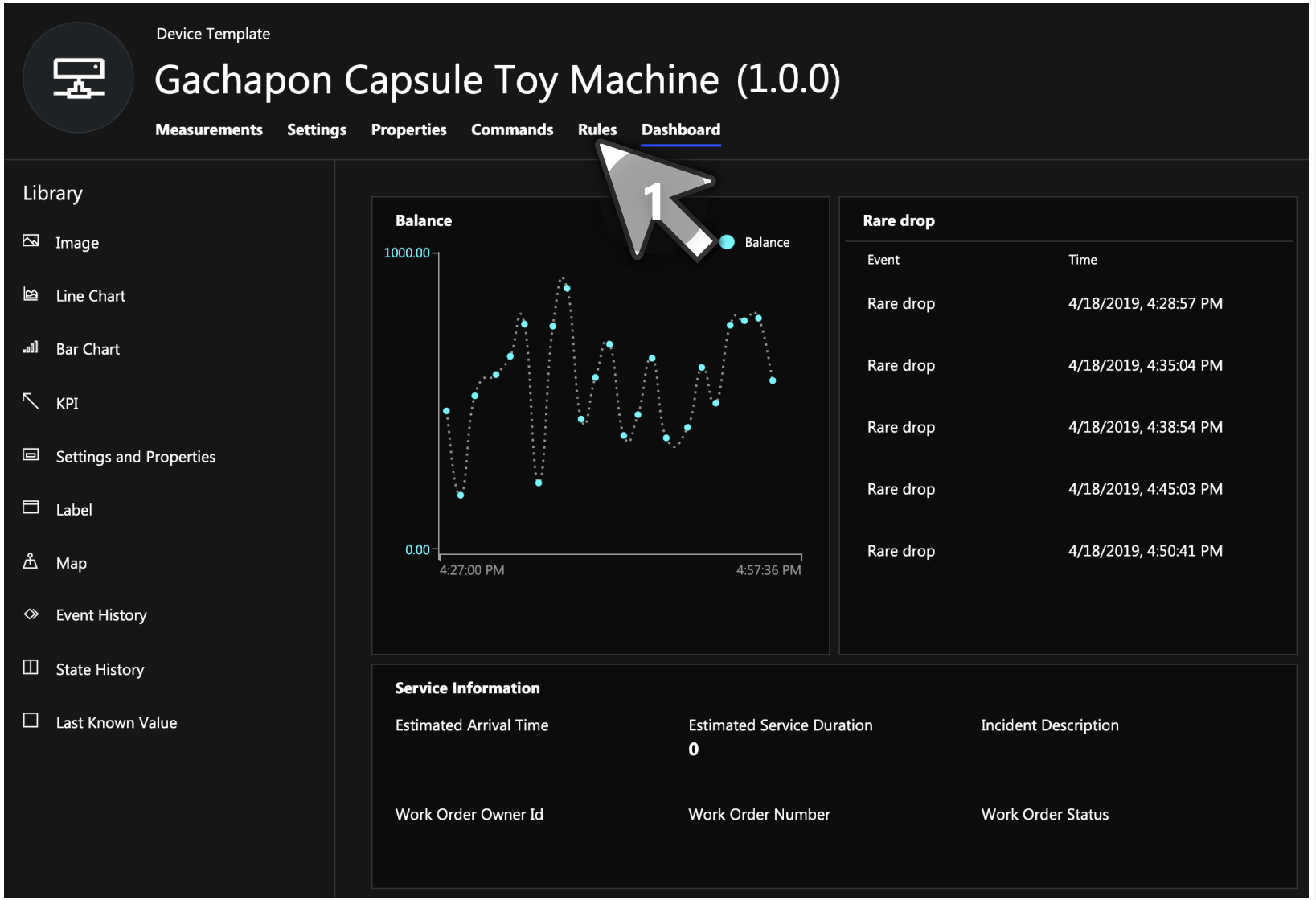
Content

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



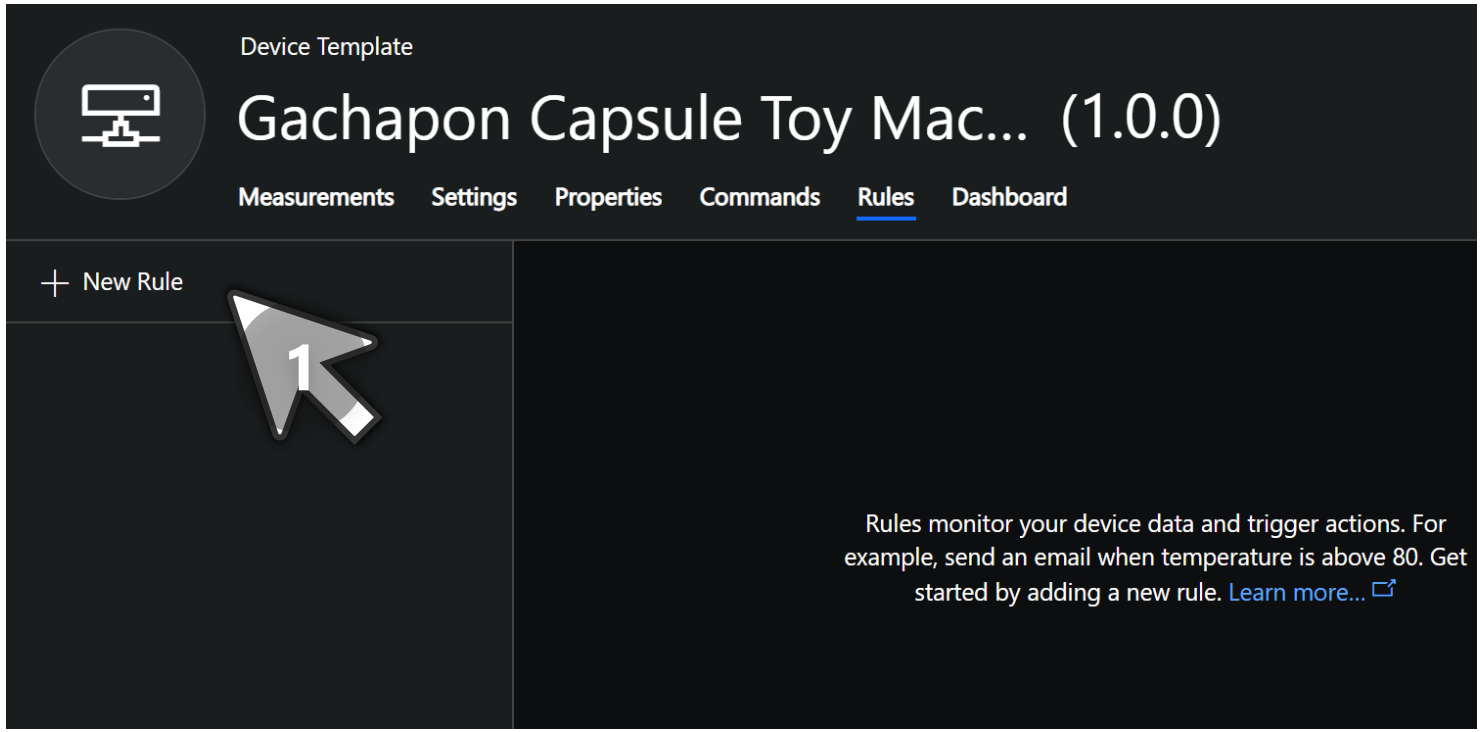
Rules

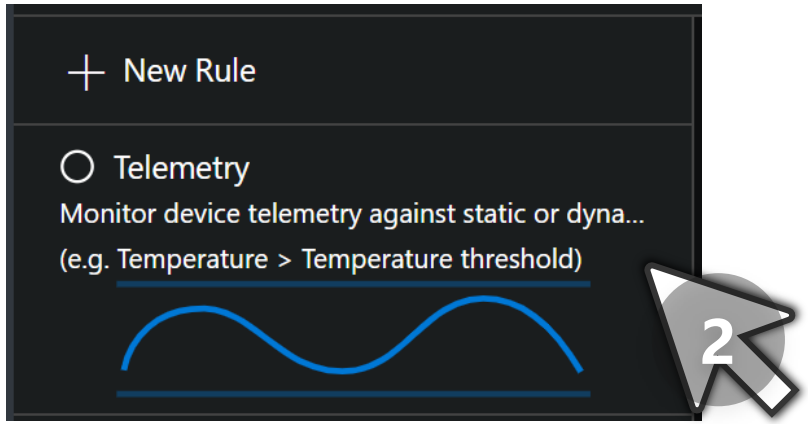
1. Rules, select them. These will be basis for our data integration into Dynamics 365.



New rule

1. New Rule
2. Telemetry





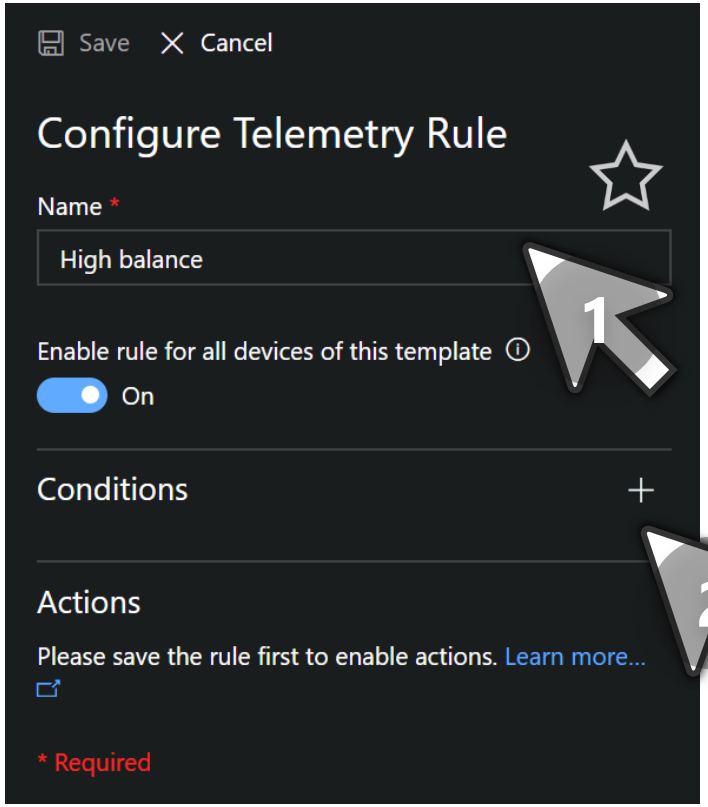
Telemetry rule

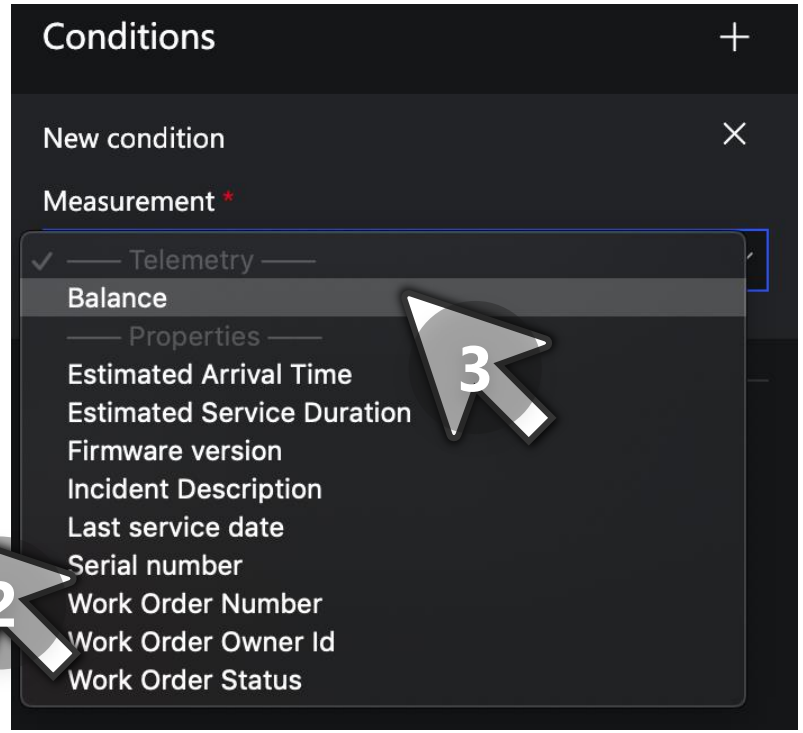
1. Add the **Name** *High balance alert* and leave the switches set on

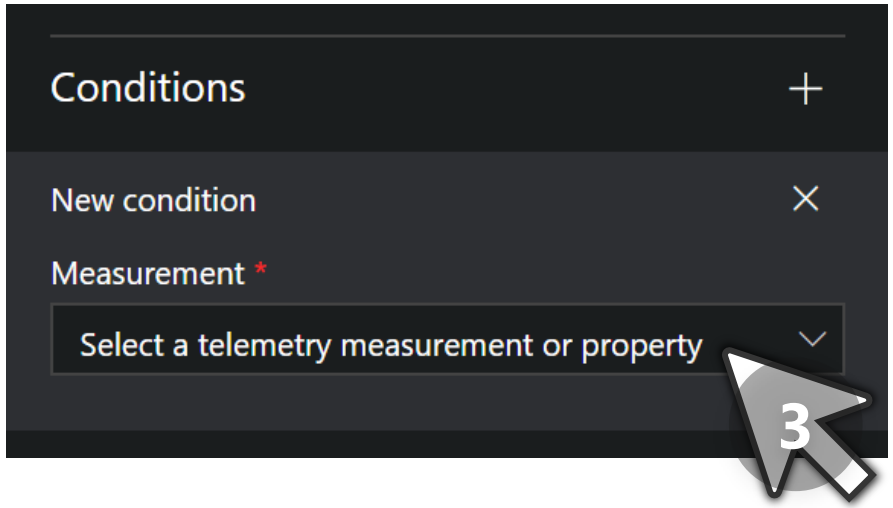
As you move closer to production and add many more rules, please make the names as unique as possible. This will make managing rules in Microsoft Flow and other Actions much easier in the future.

2. Add a new Condition.

3. From the Measurement drop down select Balance.



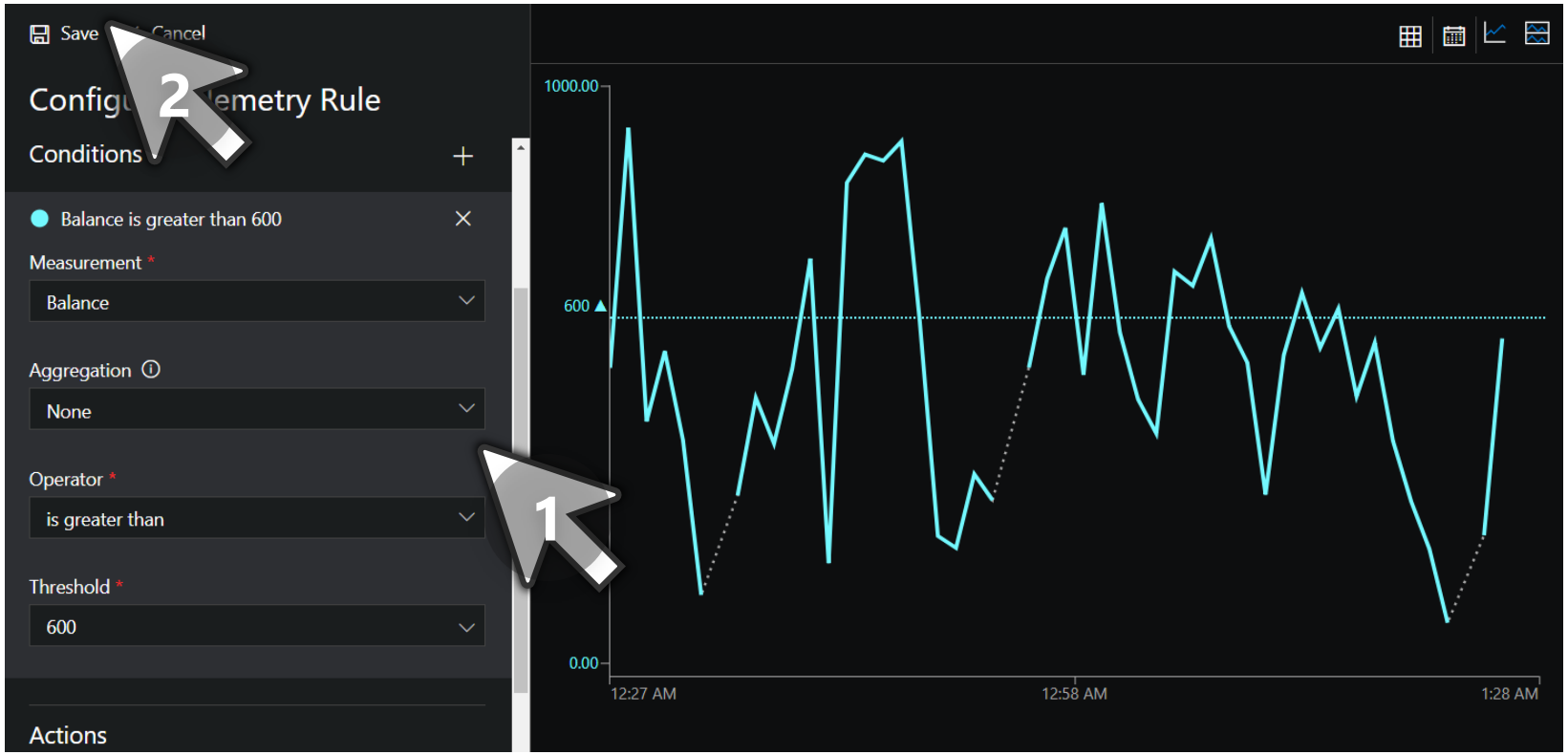




Condition

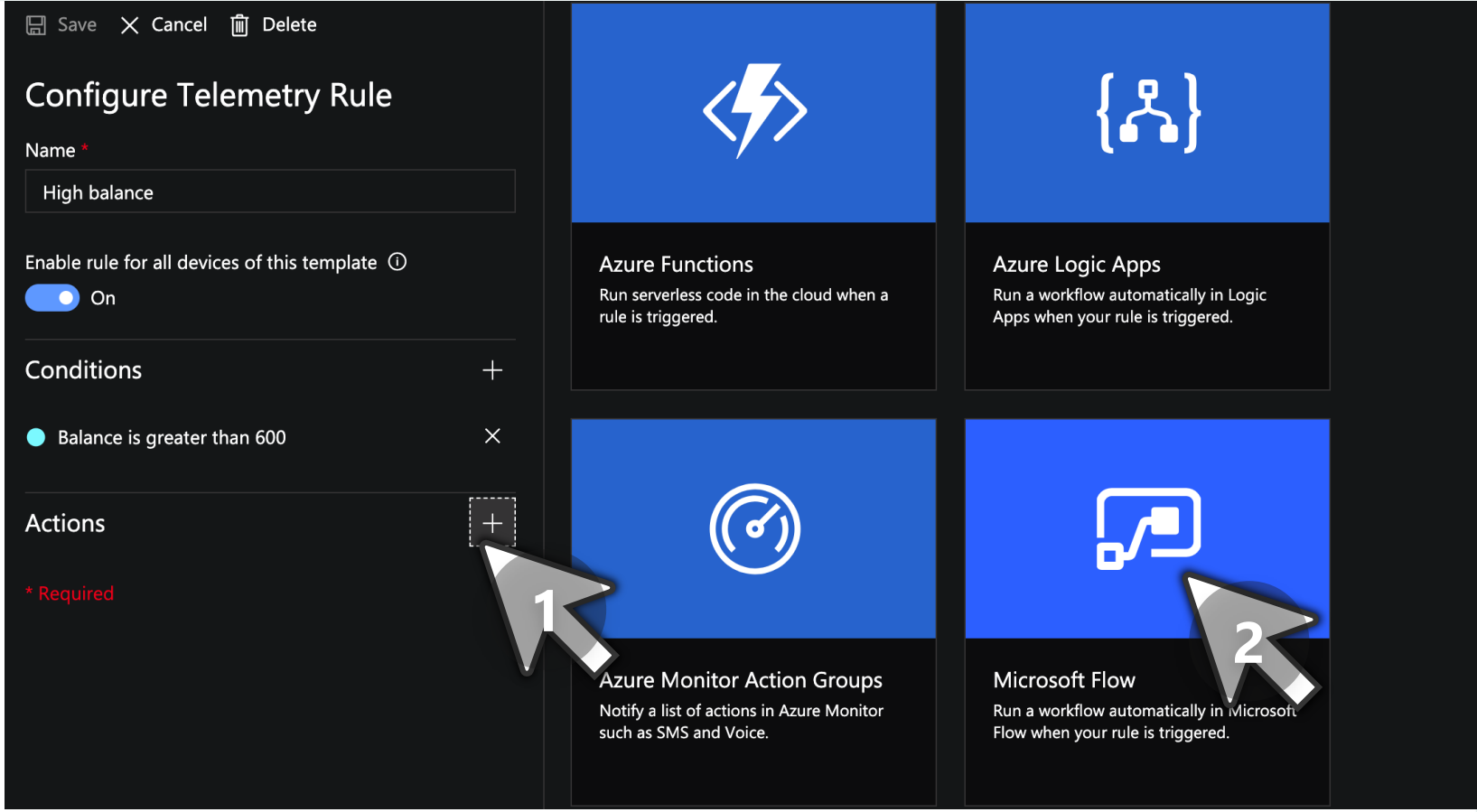
1. Configure the Balance threshold to be at 600 yen by adding the following to the condition
   - **Aggregation** None
   - **Operator** is greater than
   - **Threshold** 600

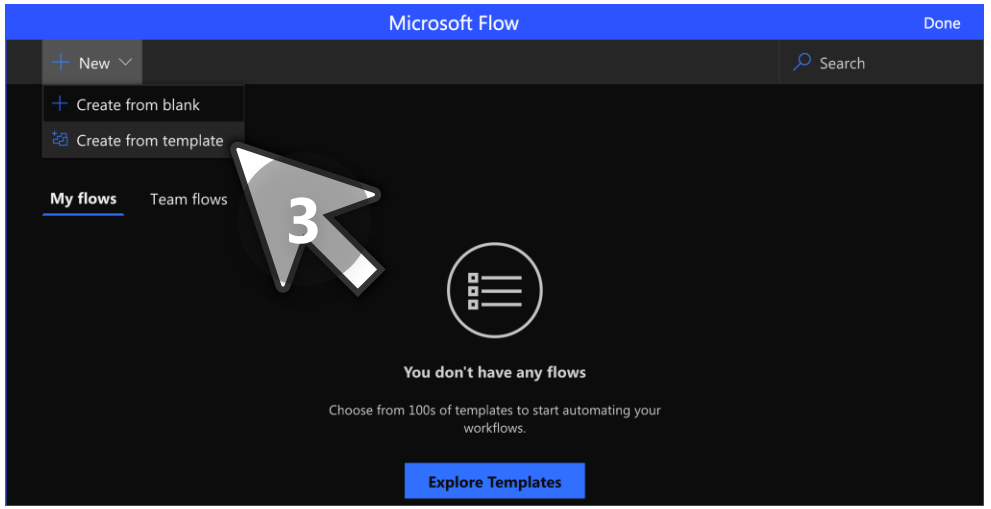
2. Save



Flow action

1. Add a new Action
2. Scroll down and select Microsoft Flow, a new window will open
3. In the pop window select New > Create from template
4. Choose the Create CFS alerts from IoT Central
5. Select continue in the next window that opens up, if you see some invalid connection issues we cover that next.

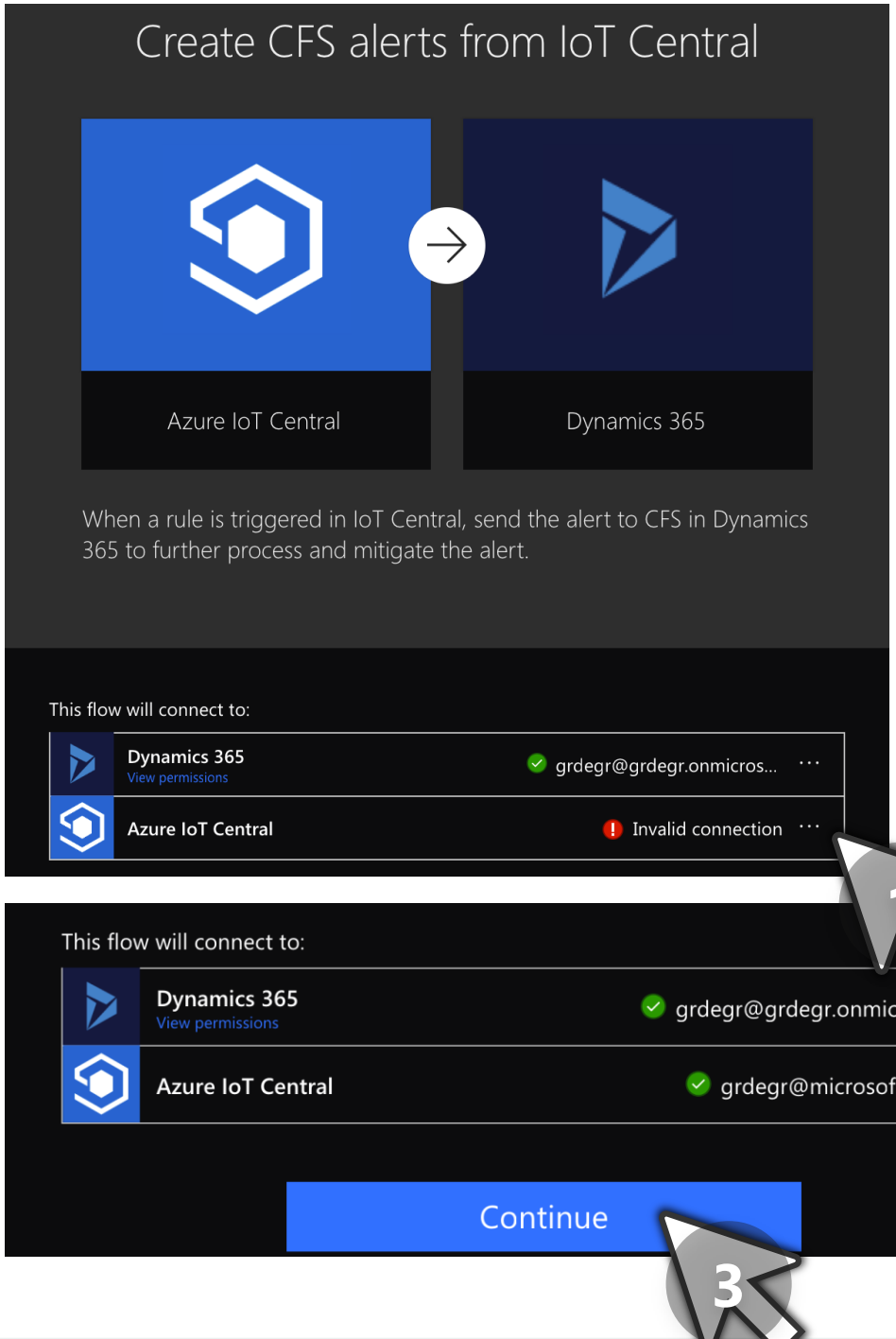


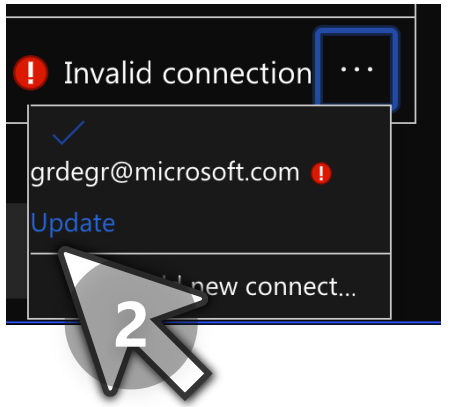


Optional Account fix

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

1. Select the ellipse •••
2. Select *Update* on the connection associated that needs fixing. This will bring up some log in windows that let you sign in to your account.
3. Once the account is fixed you can continue. Continue.





Connect to App and Org

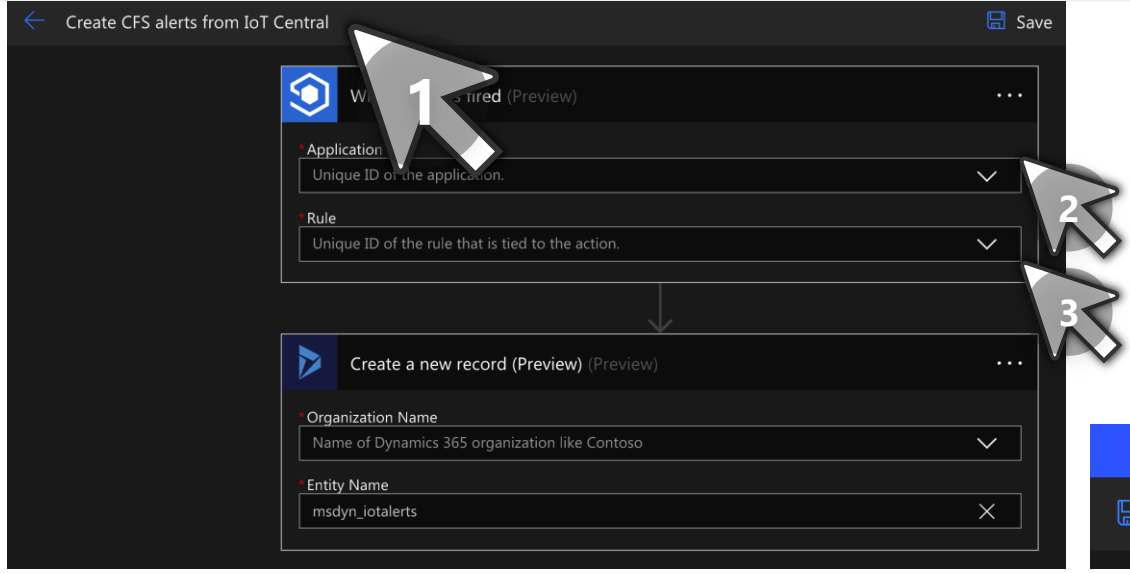
1. Select the Flow name and type in the name of your IoT Central app in front of it.

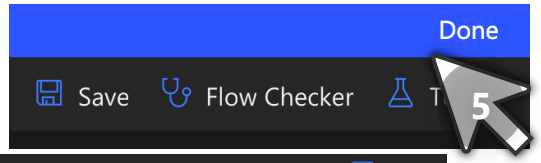
2. The name of your IoT Central app from the list, mine is **Sample Guide 2g8r7drx3u**, yours should say something similar possibly.

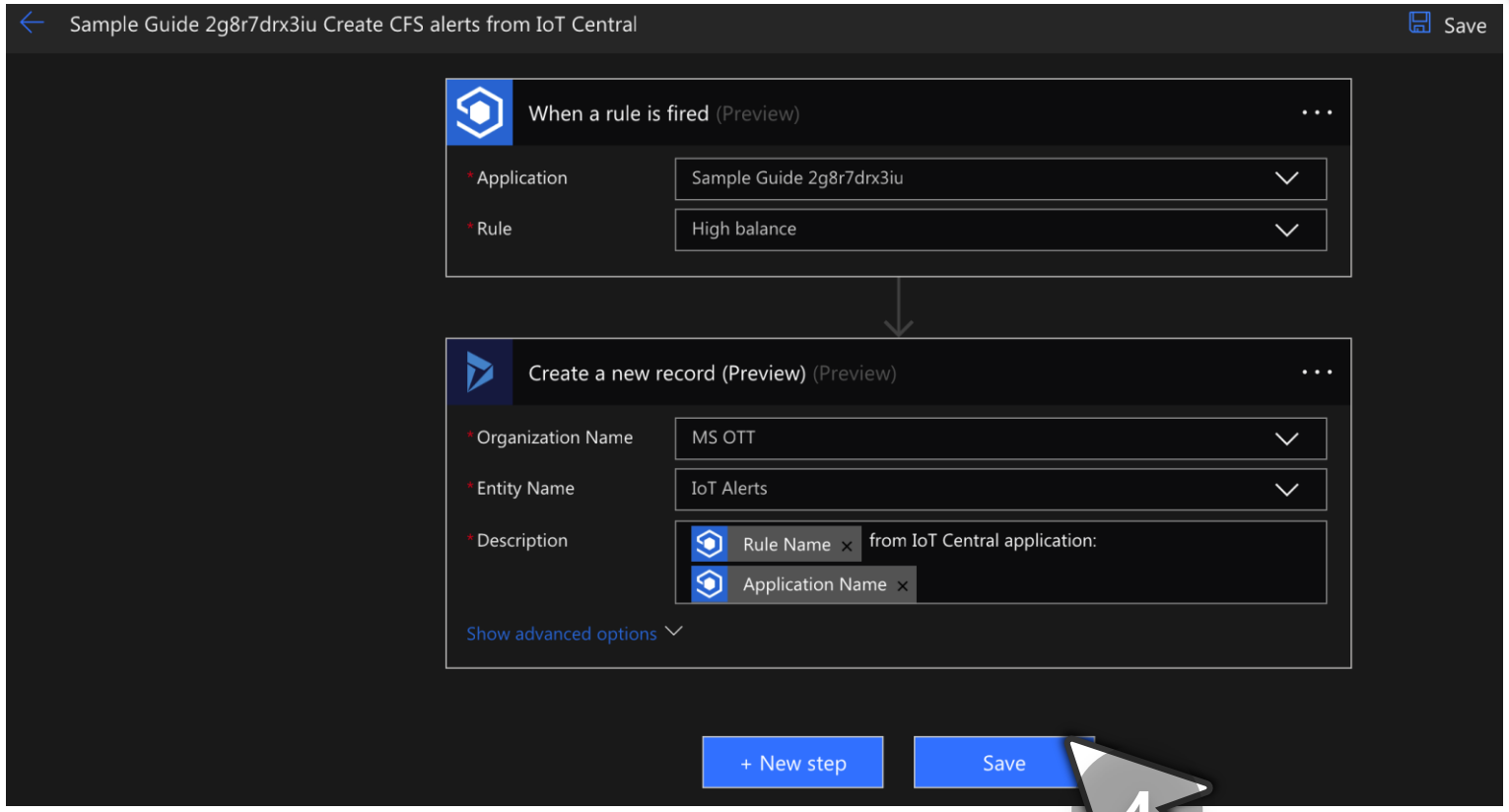
3. Select the rule from the list, my rule is called **High balance**.

4. Once completed your Flow should now look similar to this. Don't worry about the description, it's auto populated for you. Save.

5. Done.



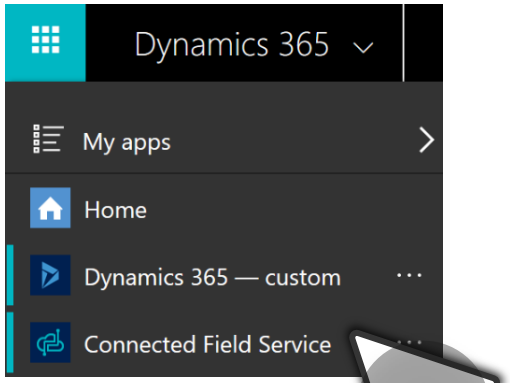


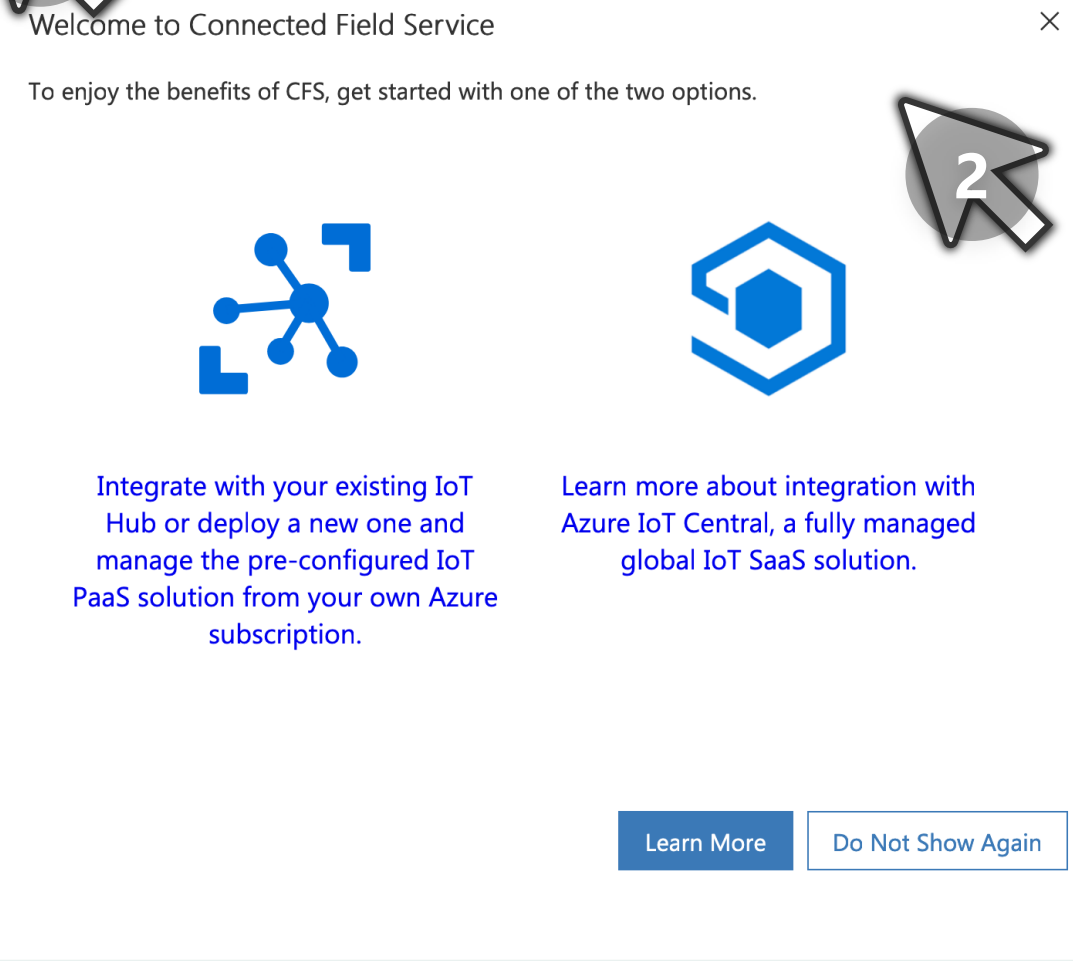


Dynamics 365

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

2. First you'll see the CFS welcome screen. Please close it it for now. I suggest NOT to choose Do Not Show Again, as these two linked guides in the welcome screen are very helpful.



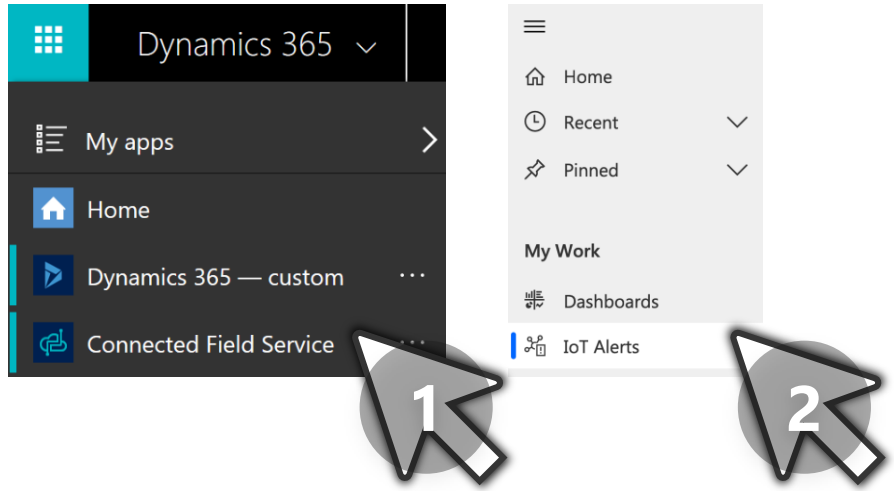


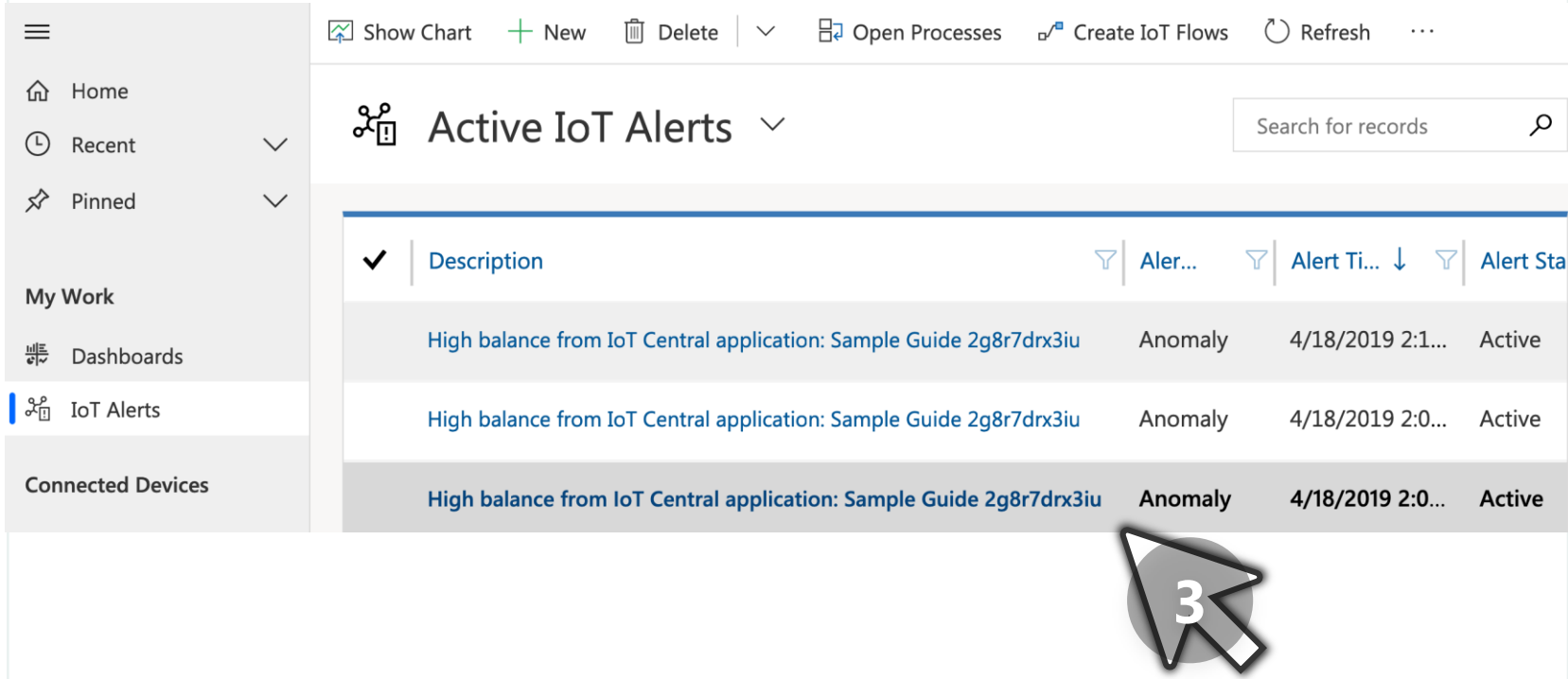
Dynamics 365

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

2. Select IoT Alerts from the site map menu.

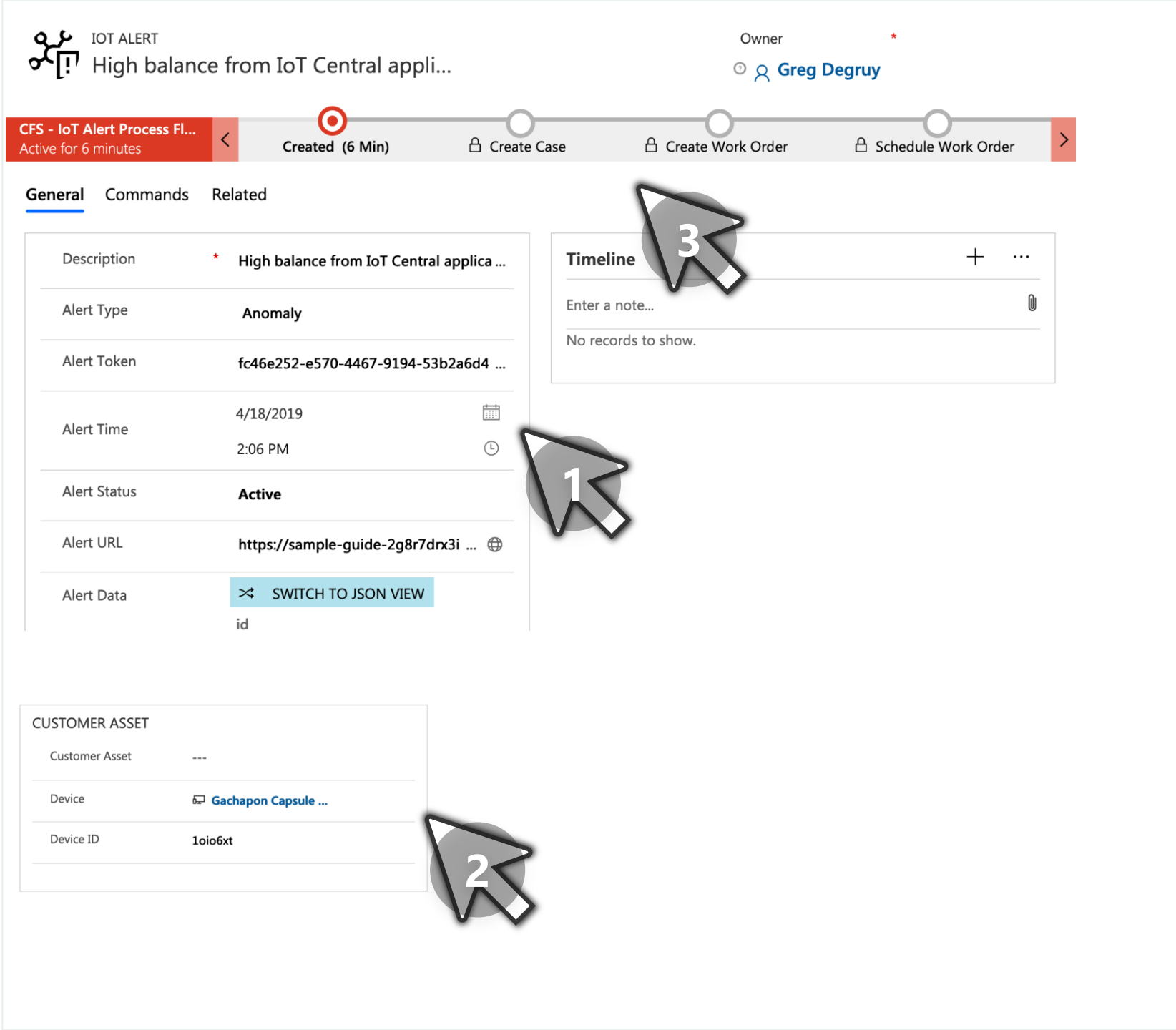
3. Almost instantly our Flow is doing the hard work for us! Populating our Dynamics 365 IoT Alert table with Anomalies that we can assign a Work Order too. Click on an alert.





IoT Alert

1. Our data arrived safely.
2. Our simulated device has been registered as a customer asset automatically for us as well!
3. You can create a Case and Work Order directly from this IoT Alert.



IoT Data

That's it! We've created a successful data integration with Dynamics and our IoT device.

There's a lot of data that is sent out of the box using our Flow 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, what if I want to 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 friend.

Until next time.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Thank you