

# GLOBAL POWER PLATFORM BOOTCAMP

Organized Globally, Held Locally



POWER PLATFORM  
**BOOTCAMP**



**KingswaySoft**

# GLOBAL POWER PLATFORM BOOTCAMP

Organized Globally, Held Locally

ENABLING EVERYONE TO DIGITIZE  
APPS AND PROCESSES WITH POWER  
PLATFORM

DAVID BROWN



POWER PLATFORM  
**BOOTCAMP**



**KingswaySoft**

ENABLING EVERYONE TO  
DIGITIZE APPS AND  
PROCESSES WITH POWER  
PLATFORM

DAVID BROWN



#GlobalPowerPlatformBootcamp

## Speaker

### David Brown

Managing Partner, dbrownconsulting &  
International Consultant, World Bank



 @dbrownAnalyst

 <http://bit.ly/dbrownvideos>

 <https://www.linkedin.com/in/davidbrownprofile/>

 [www.dbrownconsulting.net](http://www.dbrownconsulting.net)

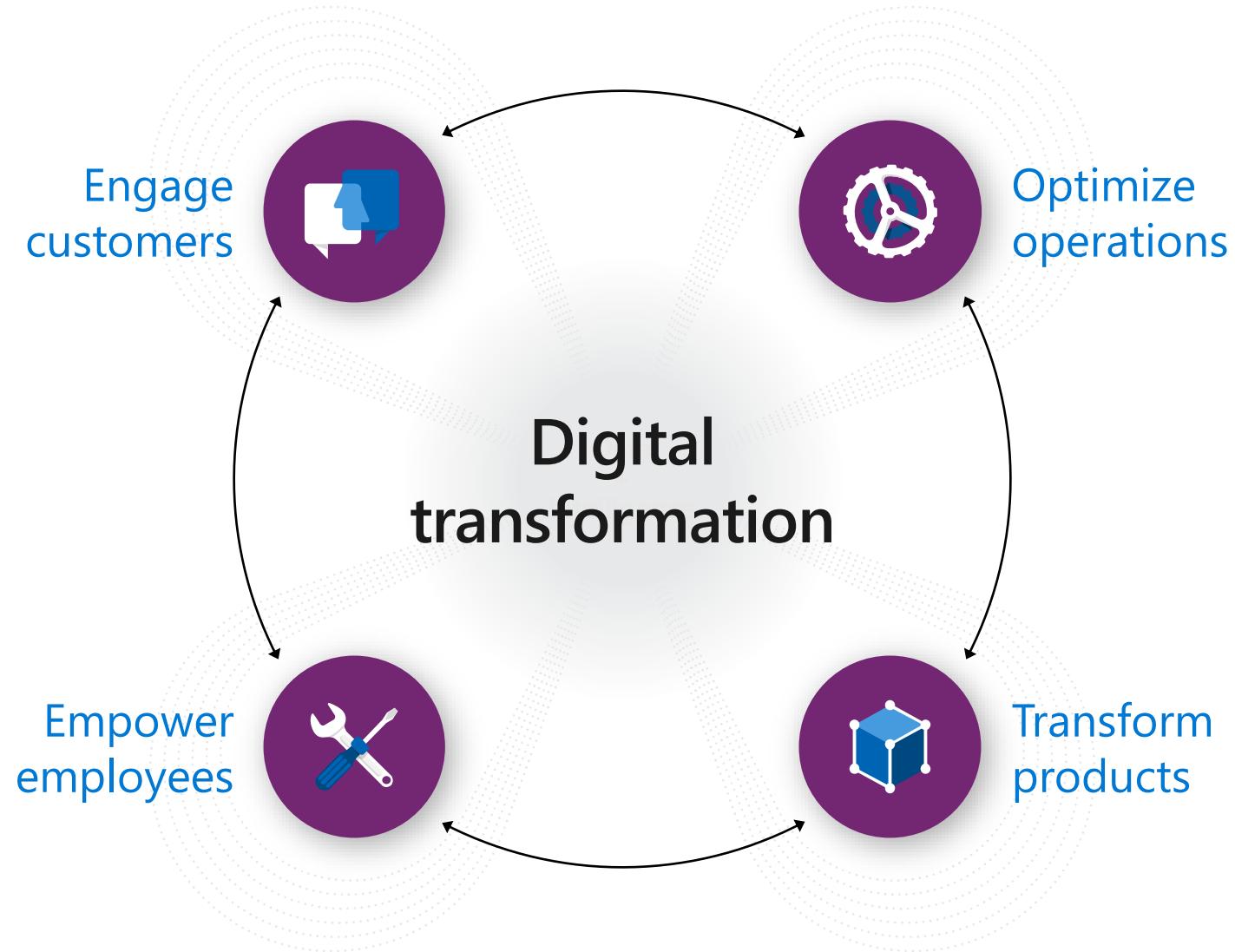
 [www.OfficeTrainingHub.com](http://www.OfficeTrainingHub.com)



# Enabling everyone to digitize apps and processes with Power Platform

- Introduction to Power Platform
- Understanding the different applications and how they help users and business
- Business applications of Power Platform as a user and enterprises.
- Getting the skills
- The future of Power Platform





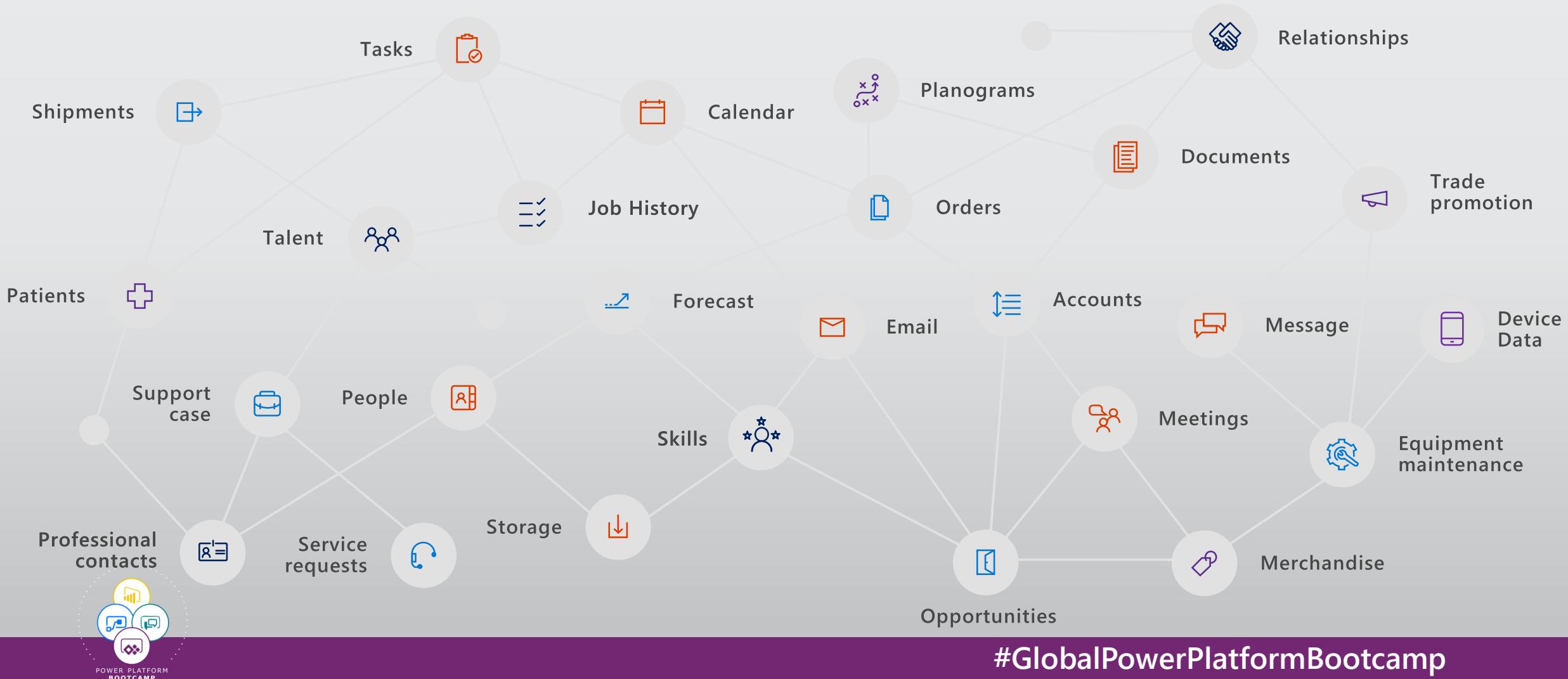
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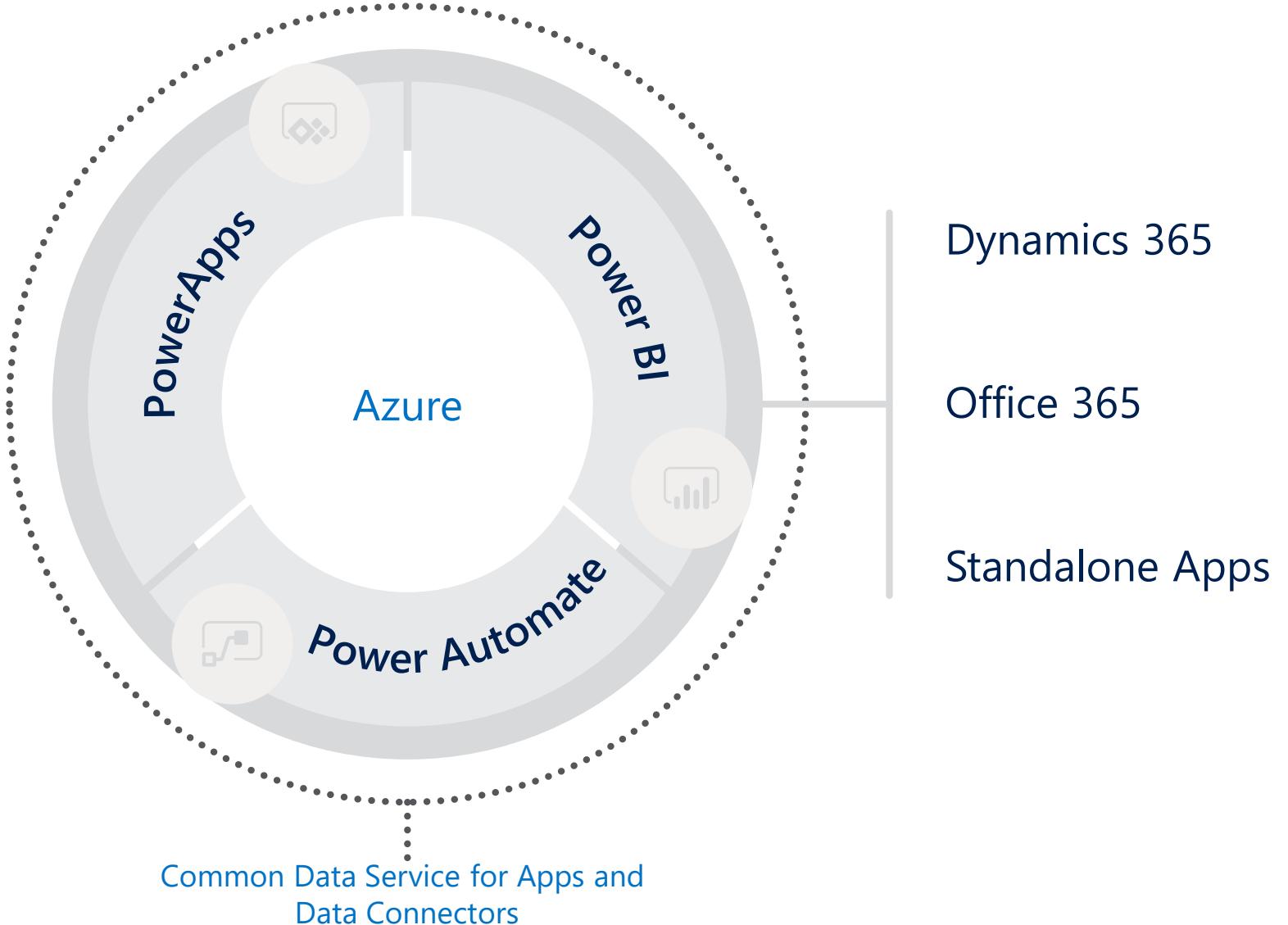
# Today, most app platforms only see some business data



# ... but customers want to build apps across their data



# Microsoft Power Platform



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BOOTCAMP

Common Data Service for Apps and  
Data Connectors

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Organizations are bringing their quasi-apps  
out of the shadows.

They are connecting data, engaging customers,  
and driving ROI with amazing solutions in  
PowerApps, Power BI, Power Automate &  
Power Virtual Agents



# **Power Platform use case**

## **Around the world**

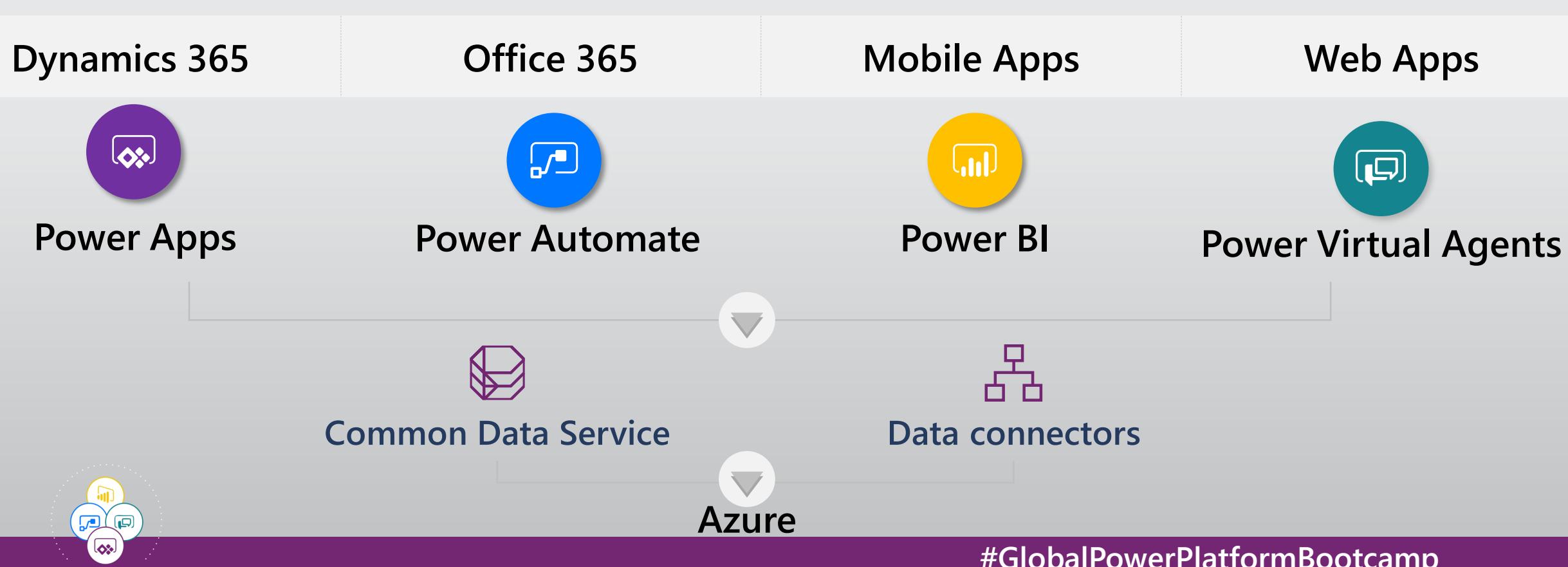
We've seen it. People around the world are using Power Platform to

- recruit and onboard talent,
- improve the passenger experience in airports,
- create marketing opportunities for professional,
- make government more responsive to citizens,
- streamline reporting and planning across their businesses,
- bring new products to market.

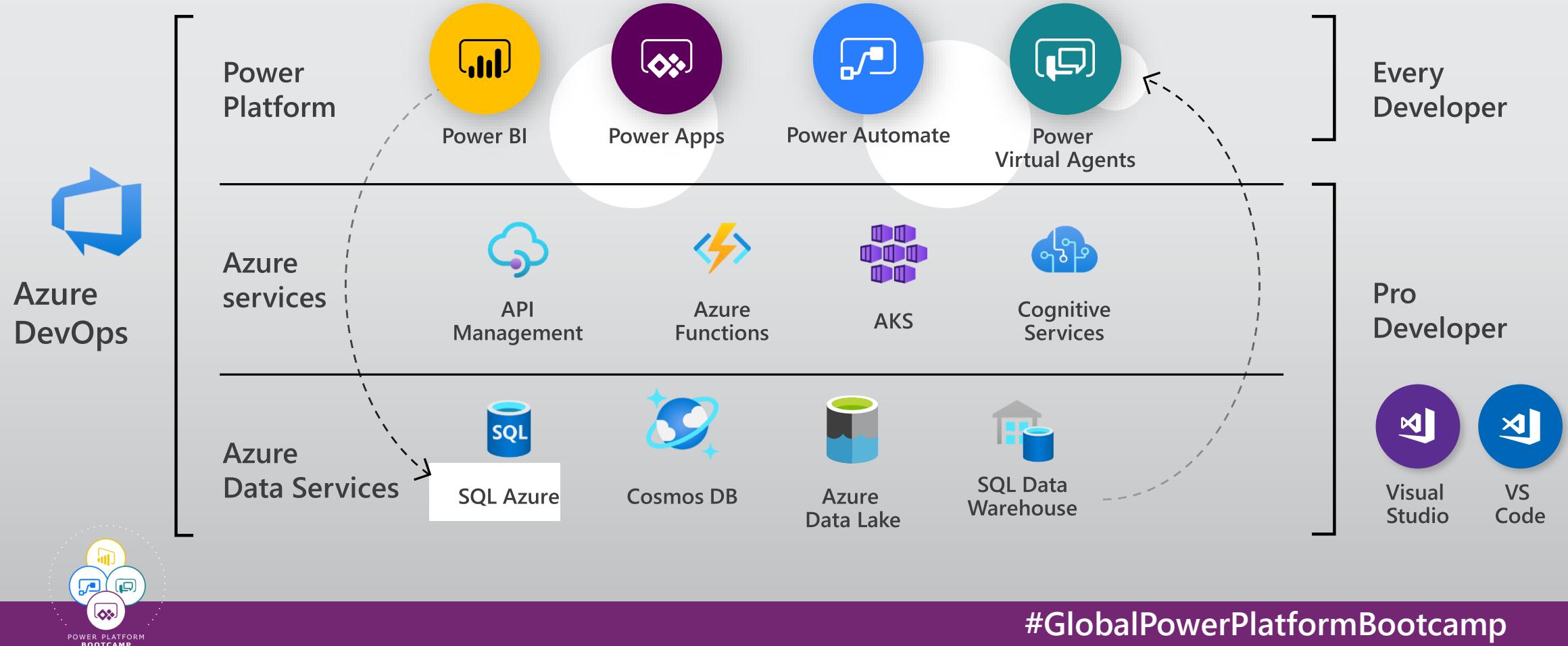
# **Efficient and secure data integration and storage**

**Power Automate is built on the Microsoft Common Data Service (CDS)**

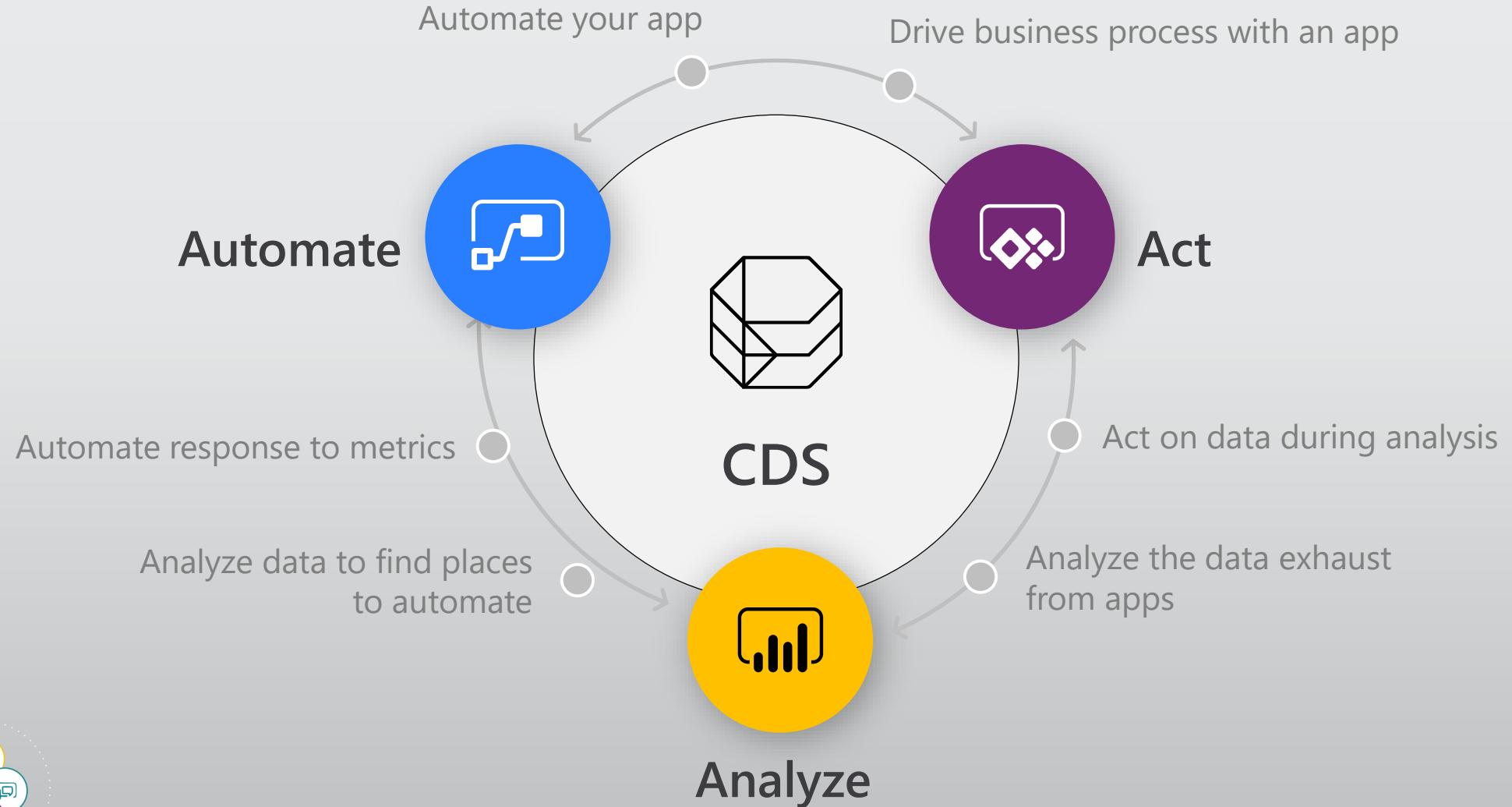
The Common Data Service lets you securely store and manage data that's used by business applications.



# Azure + Power Platform = Build apps faster than ever before



# Integrated low code platform



“Microsoft 365, Dynamics 365, and the **Power Platform**, on top of what we’re doing with Azure, is the core of what we are doing as a company.”

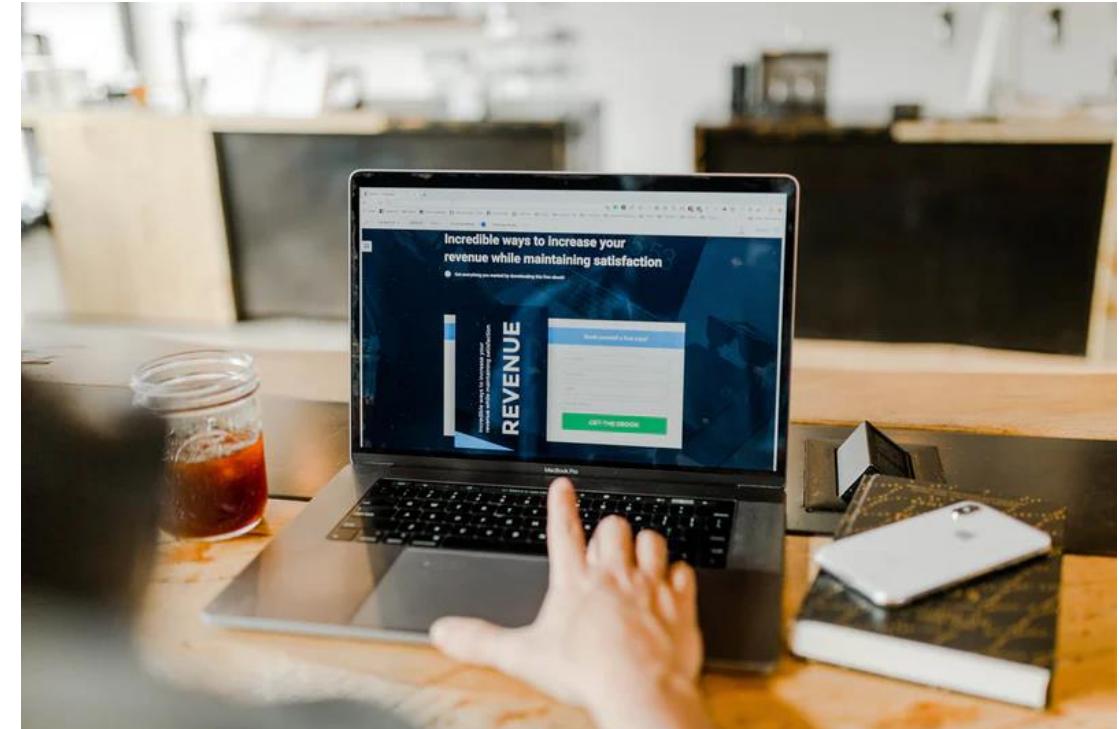
--*Satya Nadella, in January 2019*



# Empowers professionals to spend more time making data driven decisions

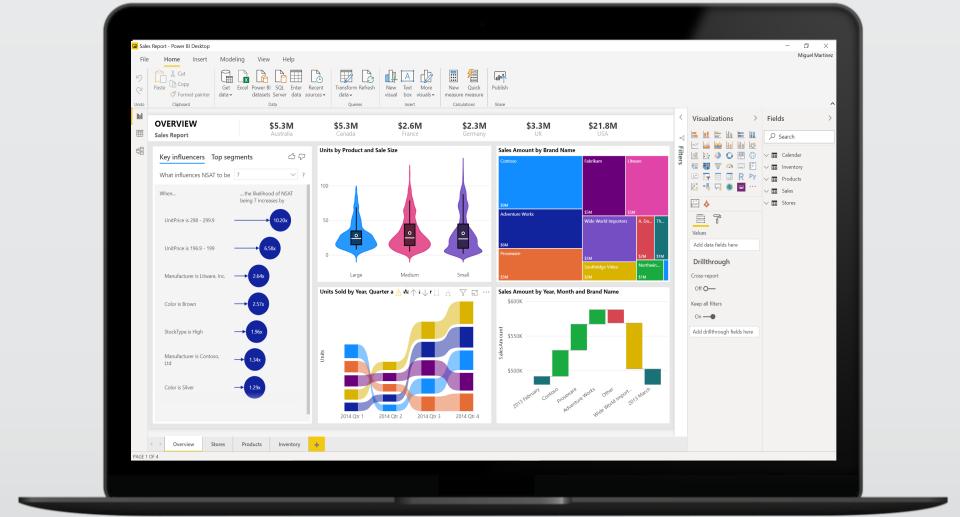


**Better decisions making**



**Revenue and cost analysis**

# Microsoft Power BI



Power BI Desktop is a  
**free companion authoring tool** for  
the Power BI service, updated  
monthly with new features

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# Dataflows

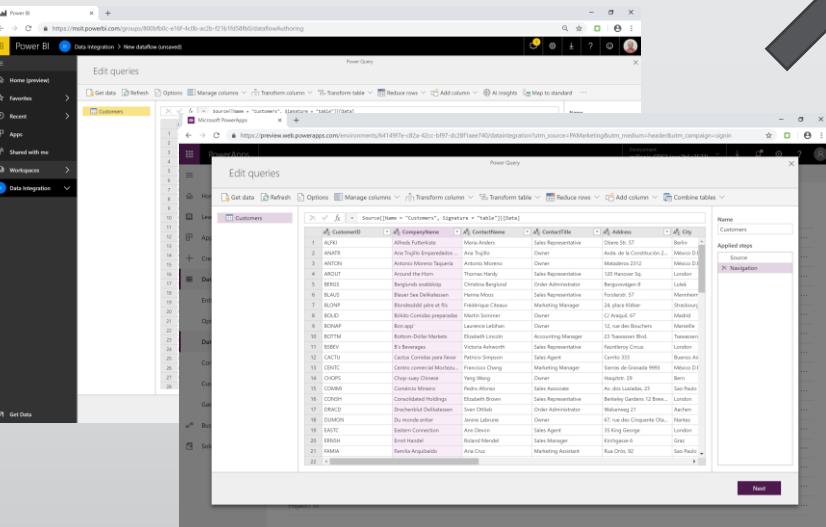
## Authoring Tools



Power BI

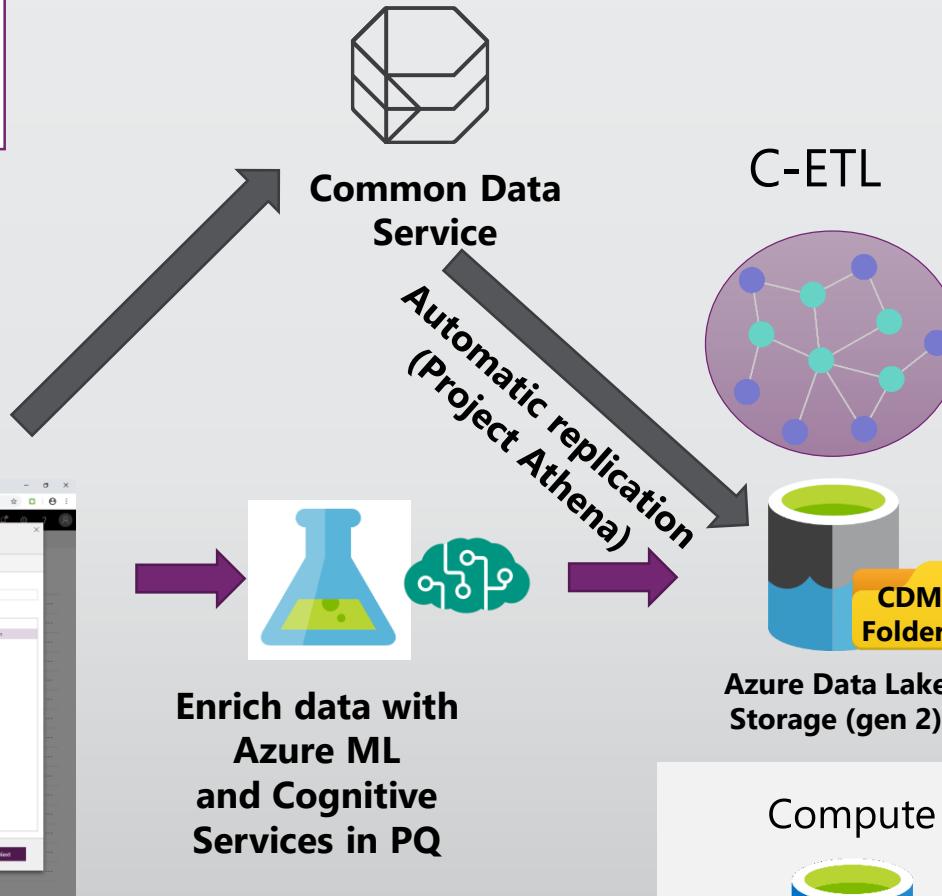


Power Apps



Transform, reshape and mash up  
data with over 300 different  
“no-code” data transformations

100s of Cloud and On-premises  
Enterprise data sources, extensible



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## Consumption Scenarios



Power BI



Power Apps



Power Automate



Customer Insights

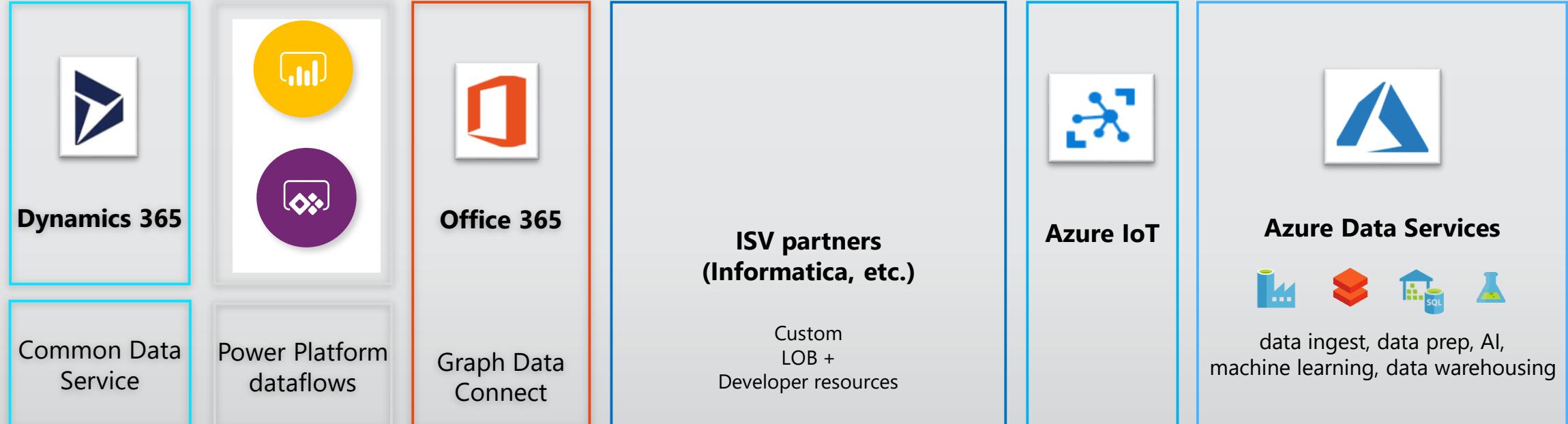
# Common Data Models enable low friction collaboration today

Decision Makers, Business analysts

No code, low code

Data scientists, Data engineers

Low to high code



CDM folders

Azure Data Lake Storage

Transactional business data



...



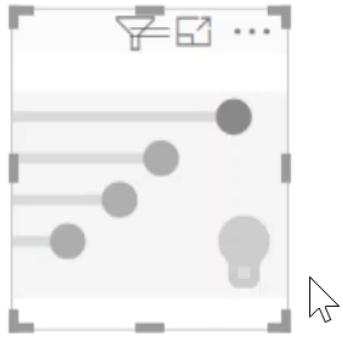
Profiles based on observational data

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# Power BI DEMO



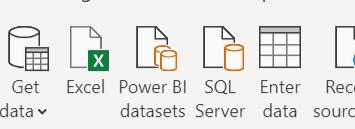
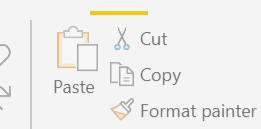
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File Undo

Home Insert Modeling View Help



Data

Queries

Insert

Share

## OVERVIEW

### Sales Report

**\$5.3M**  
Australia

**\$5.3M**  
Canada

**\$2.6M**  
France

**\$2.3M**  
Germany

**\$3.3M**  
UK

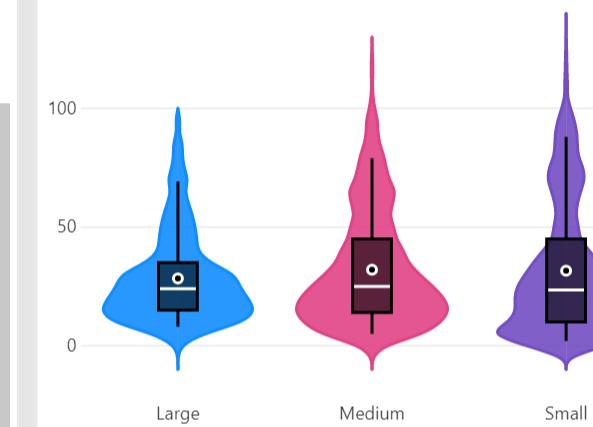
**\$21.8M**  
USA

#### Key influencers Top segments

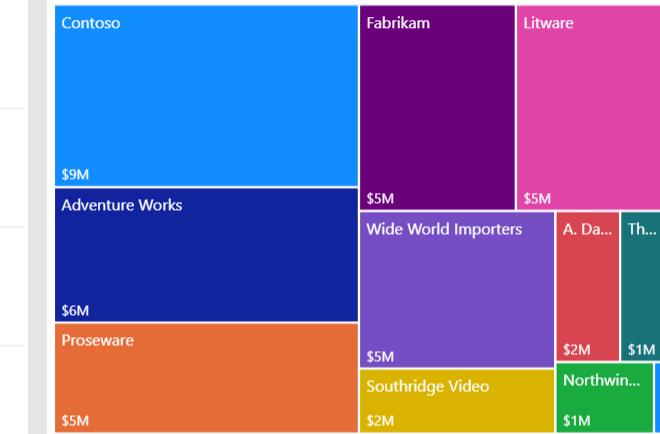
What influences NSAT to be 7

- When... ....the likelihood of NSAT being 7 increases by
- UnitPrice is 298 - 299.9 → 10.20x
- UnitPrice is 196.9 - 199 → 6.58x
- Manufacturer is Litware, Inc. → 2.64x
- Color is Brown → 2.57x
- StockType is High → 1.96x
- Manufacturer is Contoso, Ltd → 1.34x
- Color is Silver → 1.29x

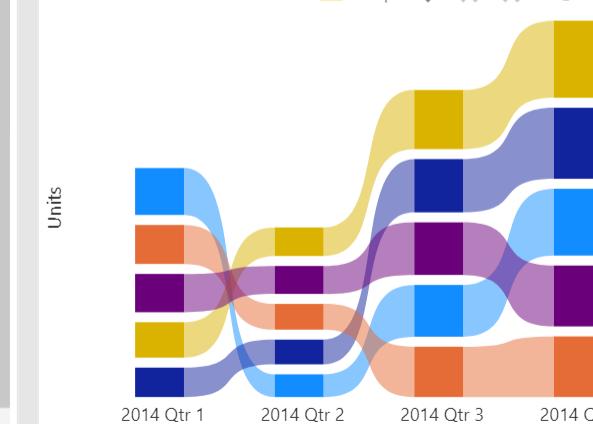
#### Units by Product and Sale Size



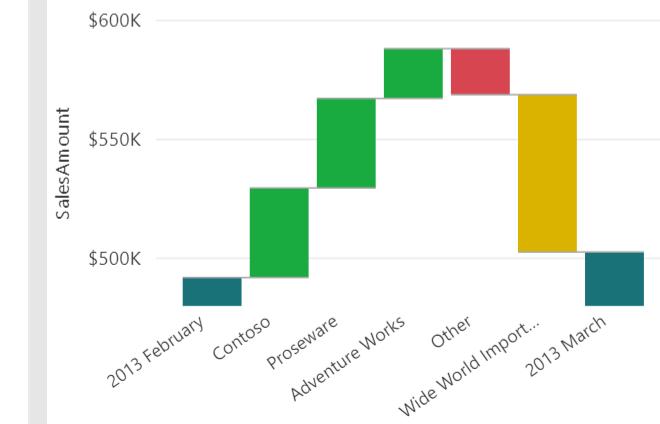
#### Sales Amount by Brand Name



#### Units Sold by Year, Quarter



#### Sales Amount by Year, Month and Brand Name



#### Visualizations

#### Filters

#### Fields

Search

- Calendar
- Inventory
- Products
- Sales
- Stores

#### Values

Add data fields here

#### Drillthrough

Cross-report

Off

Keep all filters

On

Add drillthrough fields here

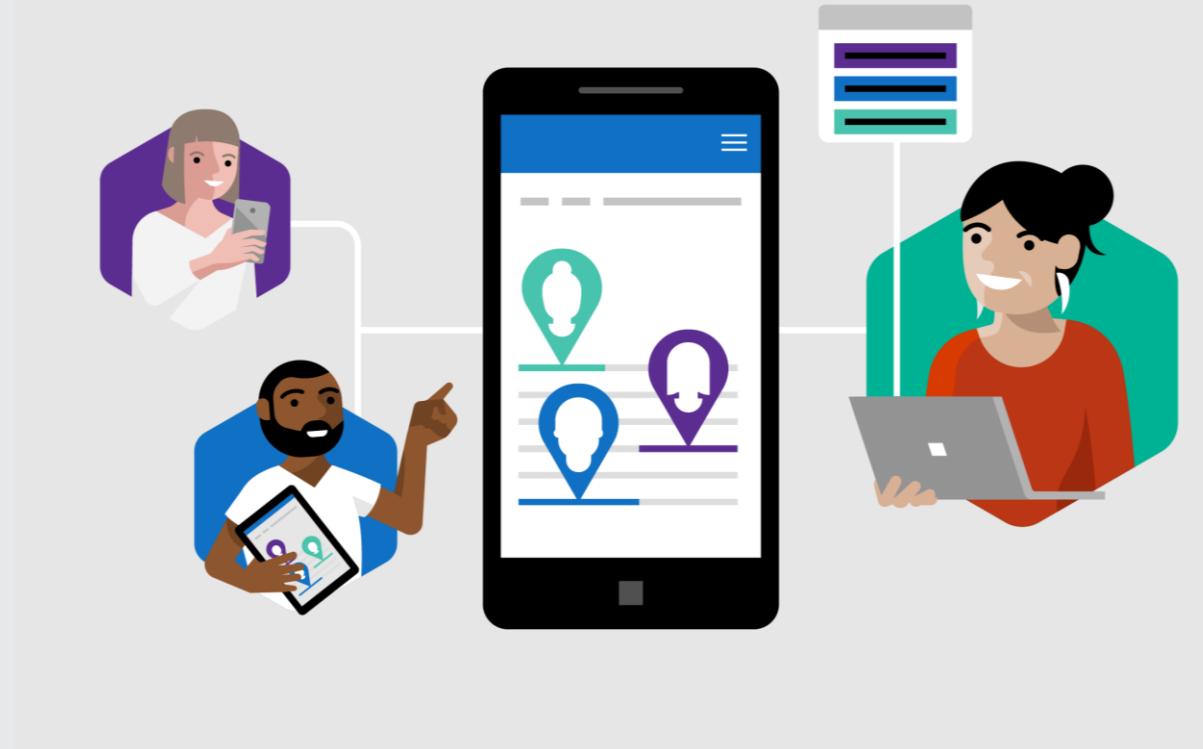
Microsoft Mission

# Empower every developer to do more.

Citizen Developers

IT Developers

Pro Developers



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# PowerApps: a low-code approach to building apps



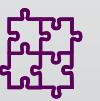
Easily build apps with a full featured low-code / no-code platform



Connect to your existing data with 230+ pre-built connectors and custom connectors



Store your data in the Common Data Service



Integrated with Office 365, Azure, Dynamics 365, and Power BI



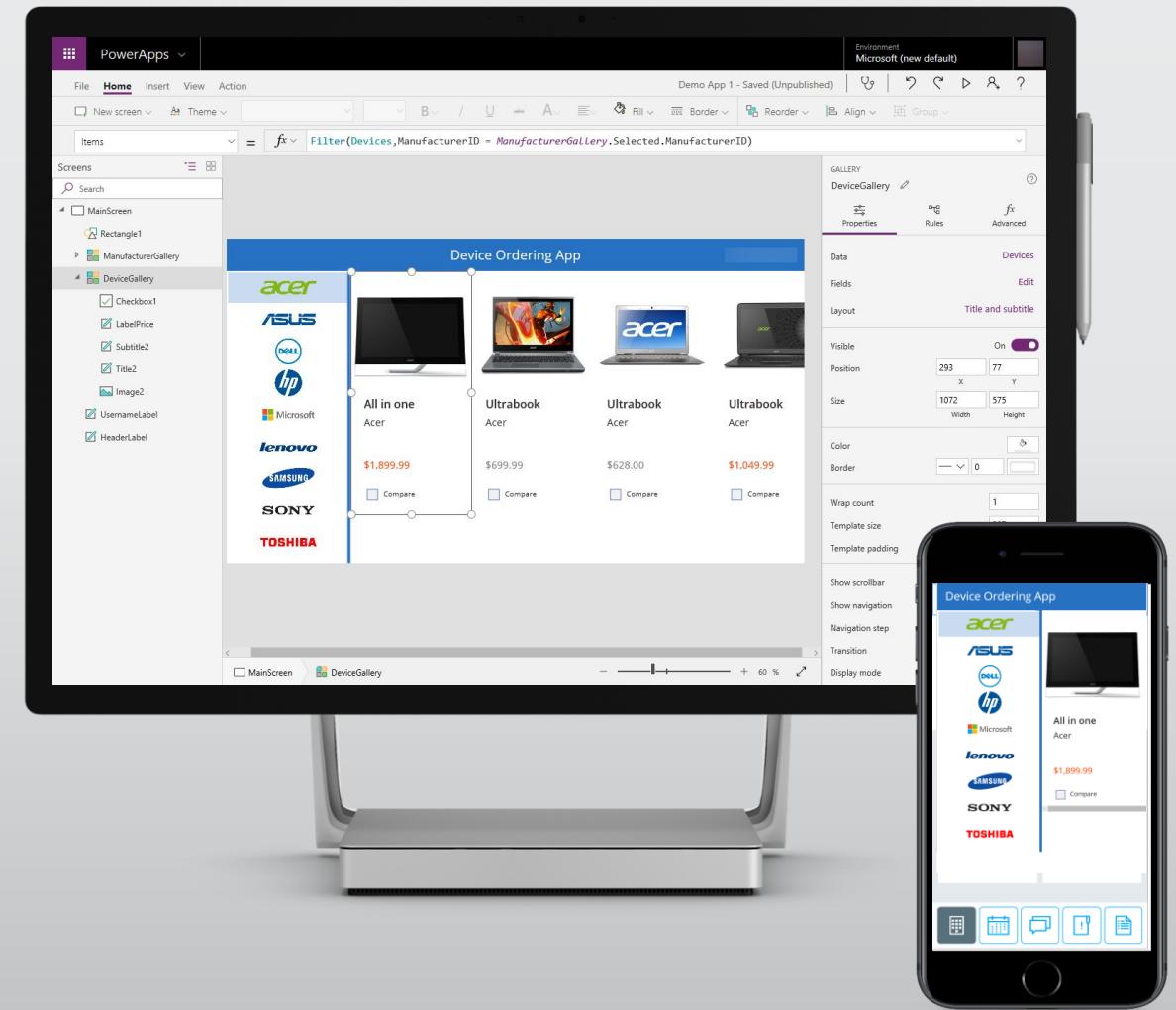
Strong enterprise governance & security



Pro-dev extensibility



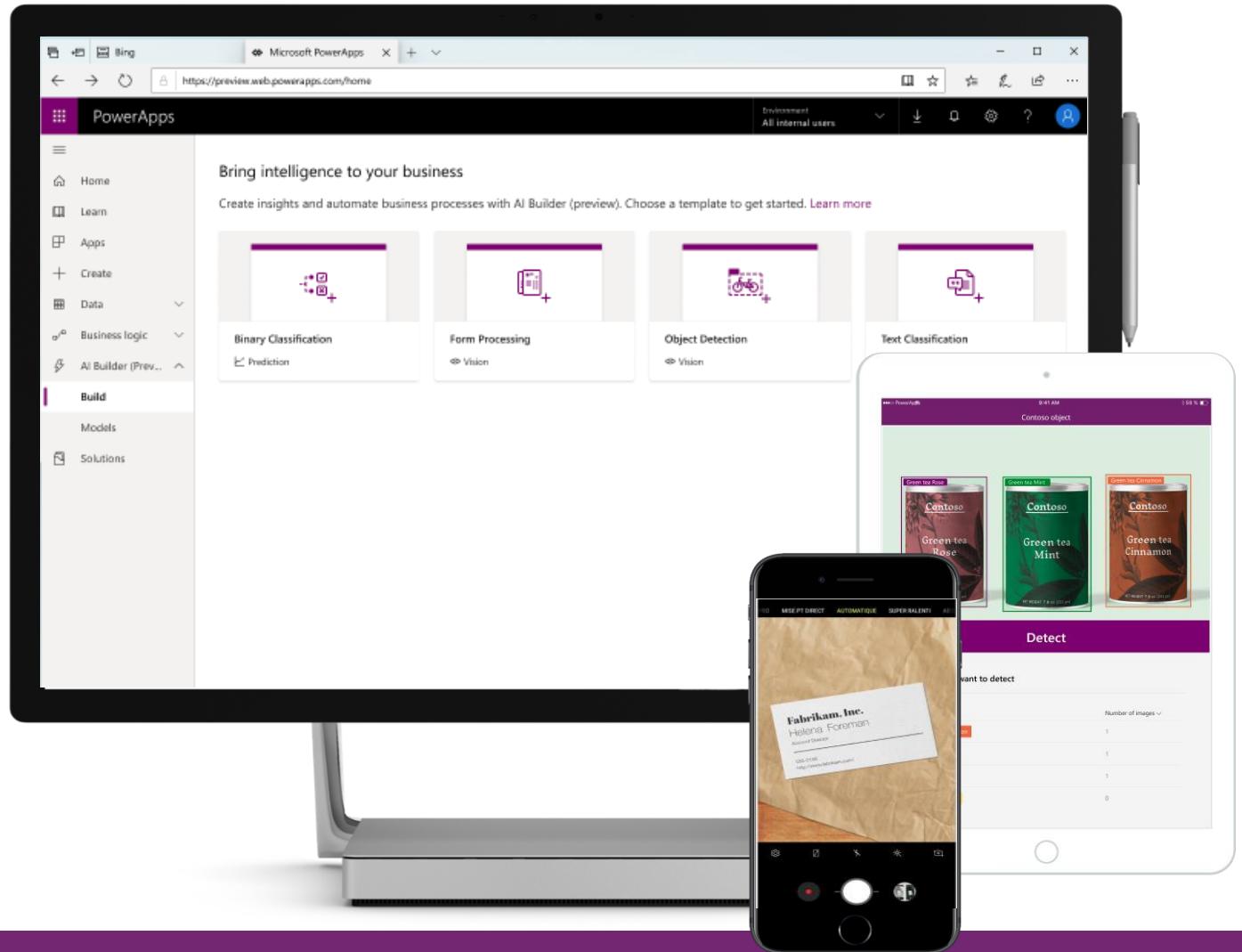
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# AI Builder

AI for every app. And every developer.



Low code AI solutions for Power Platform leveraging the power of Microsoft AI



Bring your data from CDS, ADLSv2 or 230+ pre-built connectors and custom connectors



Customize Dynamics 365 AI offerings to specific schema and processes with AI Builder



Predictions available in Common Data Service for Power Platform and Dynamics



Pro-Dev extensibility and governance

# AI Builder: intelligent apps and processes



Low code AI solutions for Power Platform leveraging the power of Microsoft AI



Bring your data from CDS, ADLSv2 or 230+ pre-built connectors and custom connectors



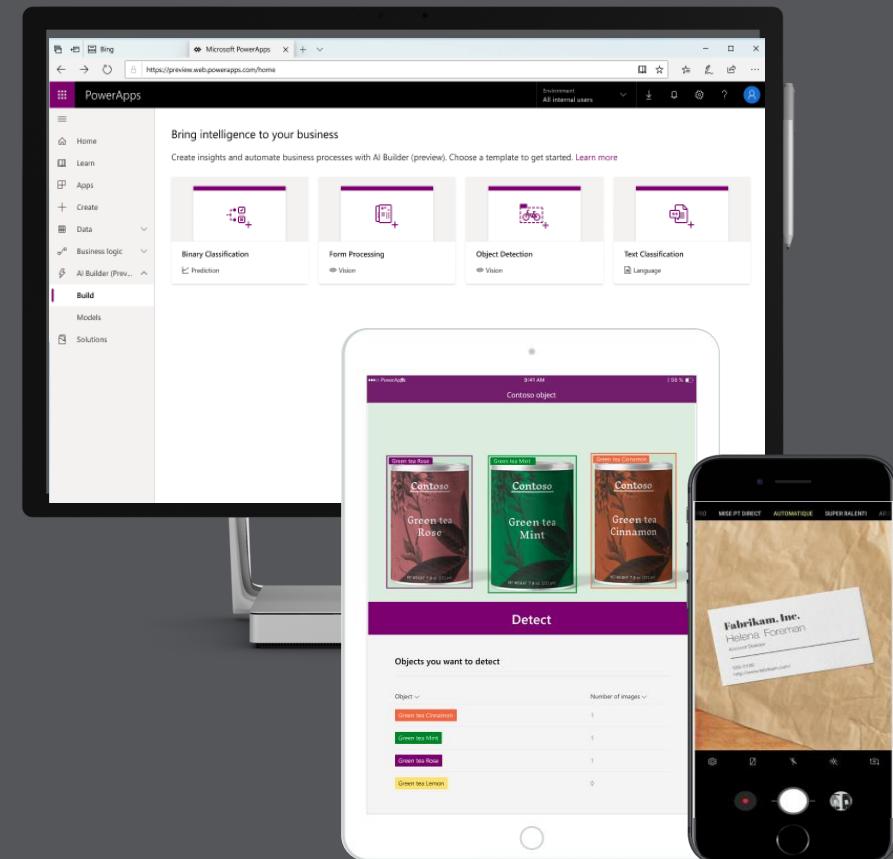
Customize Dynamics 365 AI offerings to specific schema and processes with AI Builder



Predictions available in Common Data Service for Power Platform and Dynamics

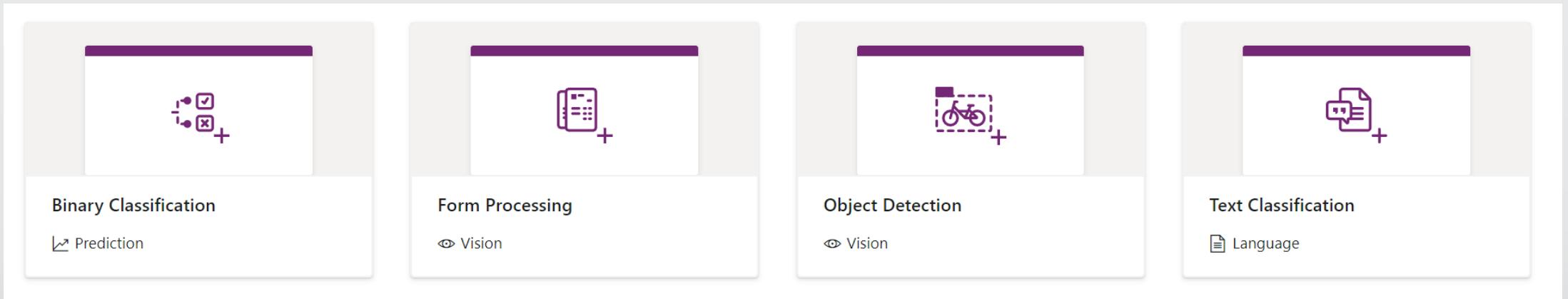


Pro-Dev extensibility and governance



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# Four Major AI Types



## Binary Classification

Predict and classify fields in CDS

## Forms Processing

Extract structured data from digital paper, PDFs, and forms

## Object Detection

Detect any object (via custom training) through camera or image control

## Text Classification

Classify, group and categorize any text in CDS

# Predict outcomes with binary classification

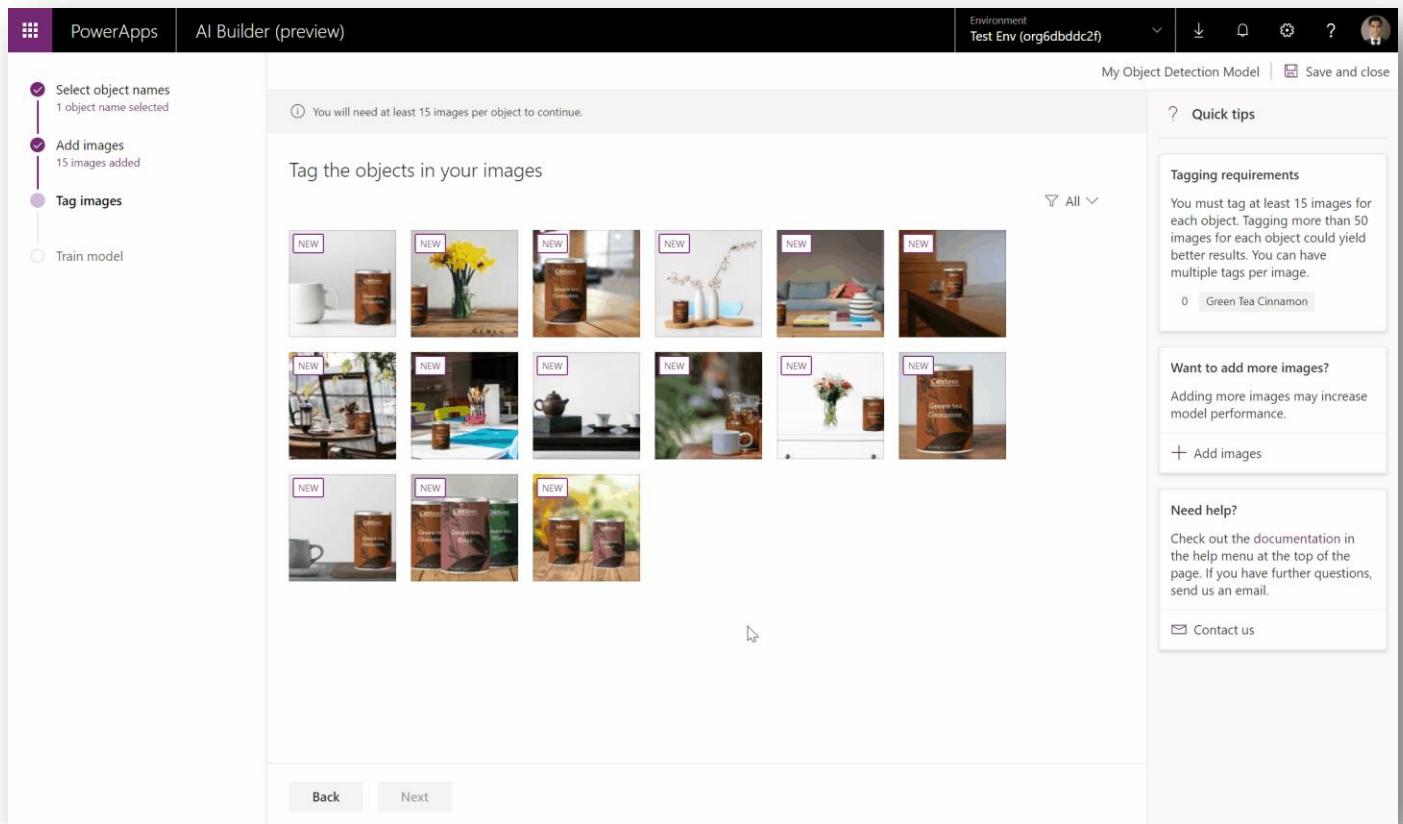
- Binary Classification predicts future outcomes from two possibilities
- These future outcomes will be written to the field you choose within Common Data Service
- Your model's predictions will be influenced by a set of fields that you define
- By default all fields are selected, but you can deselect fields to prevent unwanted bias

The screenshot shows the AI Builder (preview) interface for creating a binary classification model. The top navigation bar includes 'PowerApps' and 'AI Builder (preview)'. The environment is set to 'Test Env (org6dbddc2f)'. The main area is titled 'My Binary Classification Model' with a 'Save and close' button. On the left, there are three options: 'Select historic outcome' (highlighted in purple), 'Select fields' (yellow), and 'Train model' (orange). A central panel asks 'What do you want to predict?' with a note: 'Predictions may relate to any entity stored in Common Data Service. Select the entity and field corresponding to the outcome you want to predict.' Below this are dropdown menus for 'Entity' and 'Field'. To the right, there are several panels: 'Which fields are supported?' (explains a binary classification model learns to predict a Two Options field in Common Data Service), 'Learn more', 'How much data do I need?' (notes needing at least 50 records), 'Learn more', 'What if I don't see my data?' (notes data must be in Common Data Service), 'Learn more', and 'Need help?' (links to documentation). A 'Next' button is at the bottom.



# Object detection in mobile and web apps

- Train an object detection model without any code or professional development
- Connect the object detection model to camera or other controls inside of your PowerApps
- Use structured information from the image or camera in real-time inside of the app



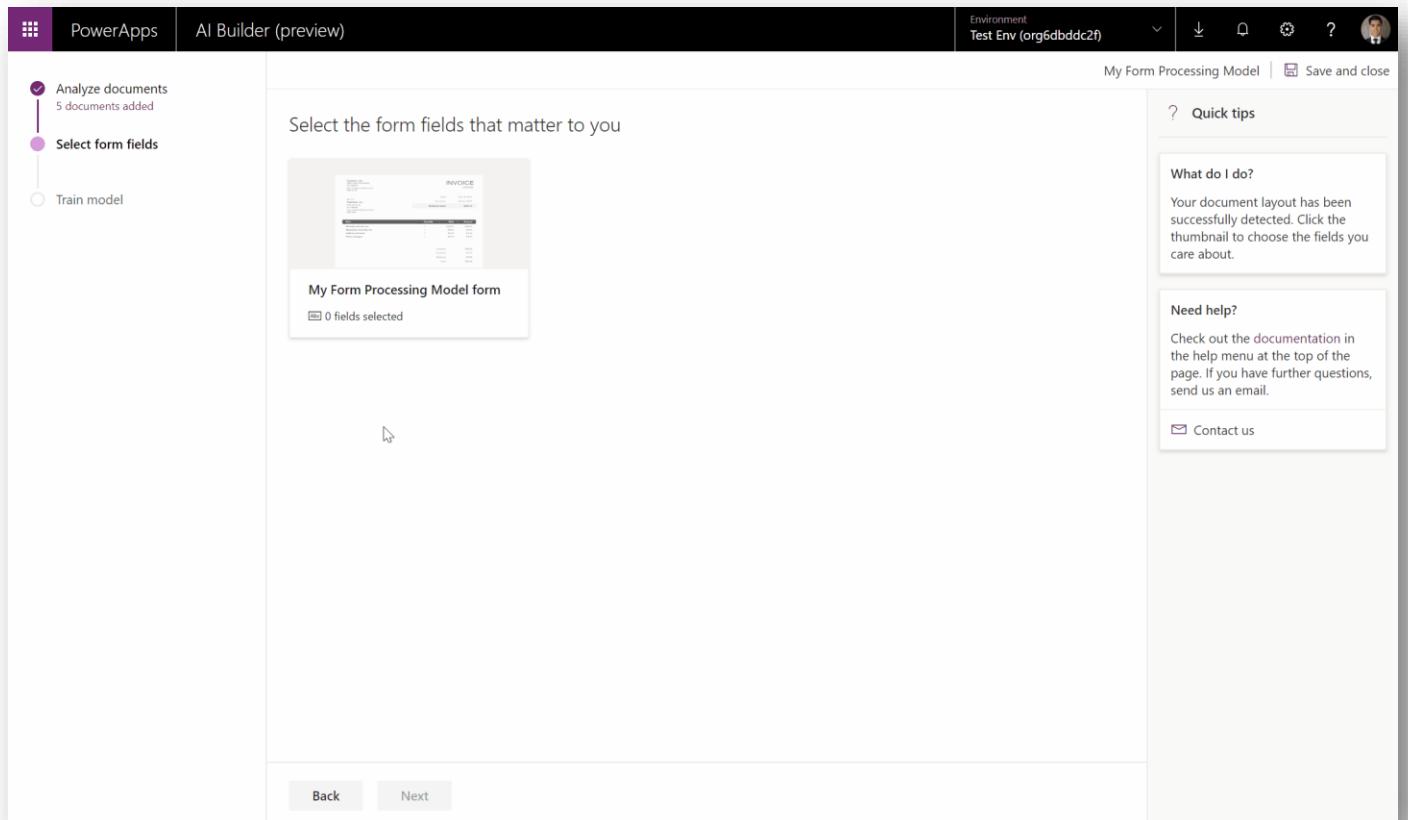
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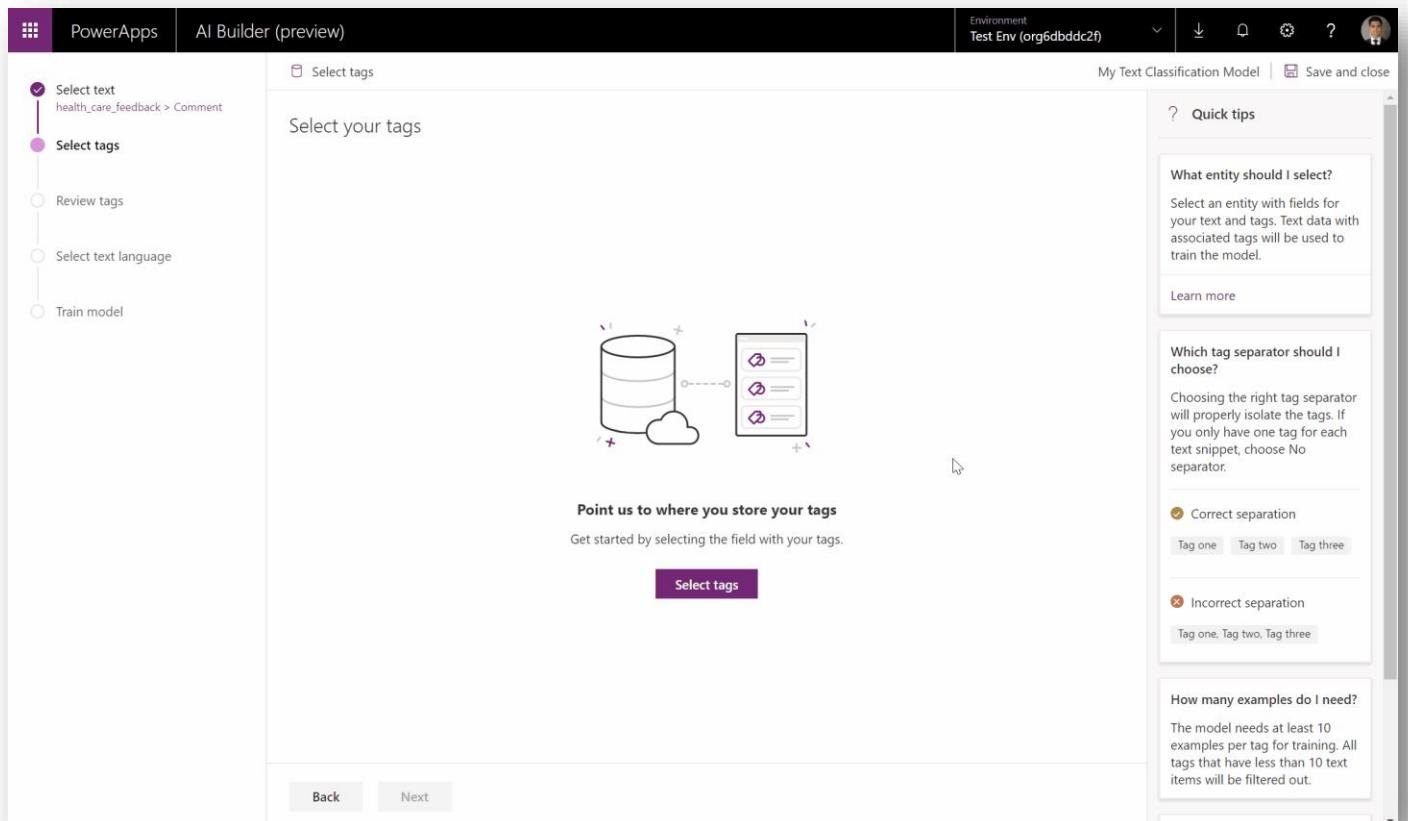
# Form processing for documents

- Learns the structure of your document in order to detect the form fields and their values
- Train the model with multiple examples of one type of document
- Add a form processing component directly to your app



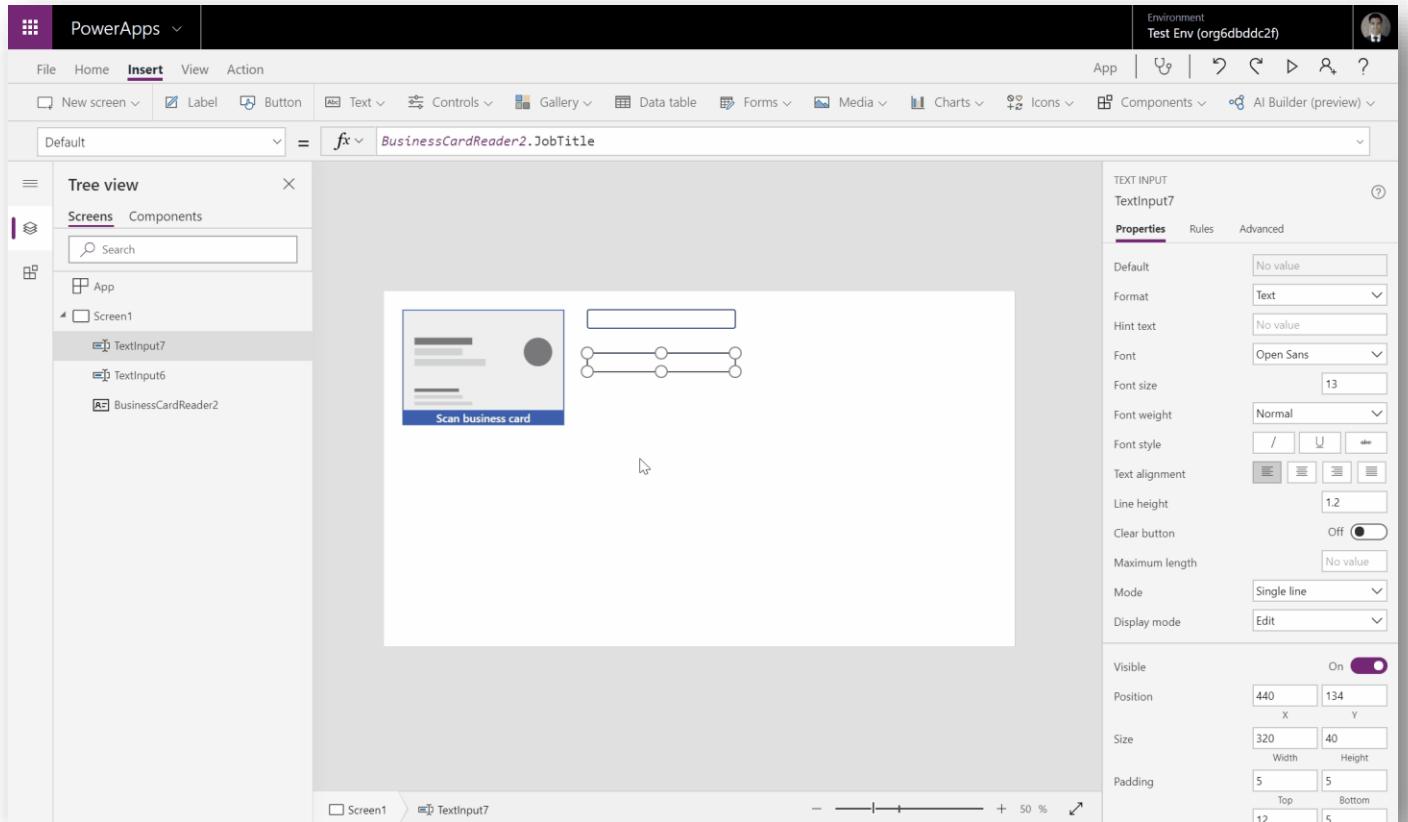
# Classify text in CDS

- Start with a field in a CDS entity with the text you want to analyze
- Add tags you want to look for
- Text Classification learns to suggest tags based on your existing text



# Scan business cards

- No training required—start using it right away!
- Add the Business card reader component directly from the insert menu
- You can then use your app to scan business cards from your camera or local device to extract the key information



# PowerApps Portals: Engage with your customers



Low code solution for creating multilingual, responsive websites for users external to your organizations as well as internal employees.



Use any of the commercial or enterprise login providers like Microsoft Account, LinkedIn, Azure AD B2C etc or even allow anonymous access.



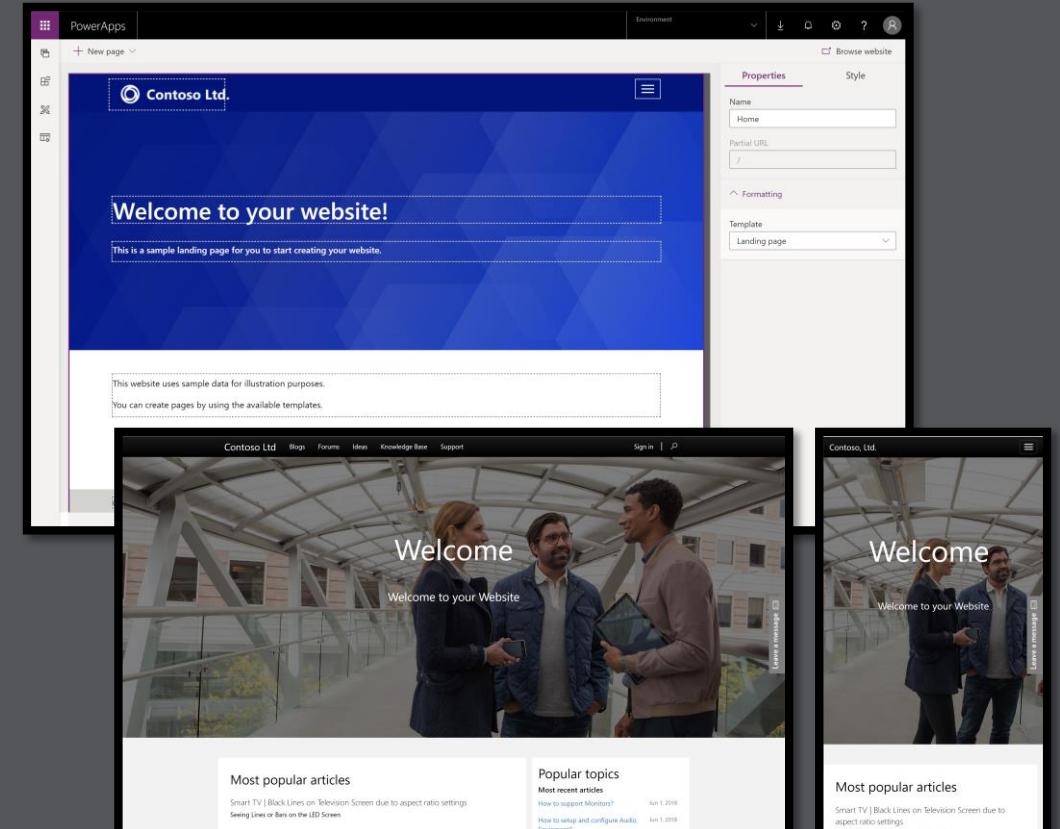
Use WYSIWYG designer to create website content and enrich with CDS/Dynamics data using familiar constructs like forms, views, charts, dashboards.



Pro dev extensibility and templating capabilities to design complex business processes.

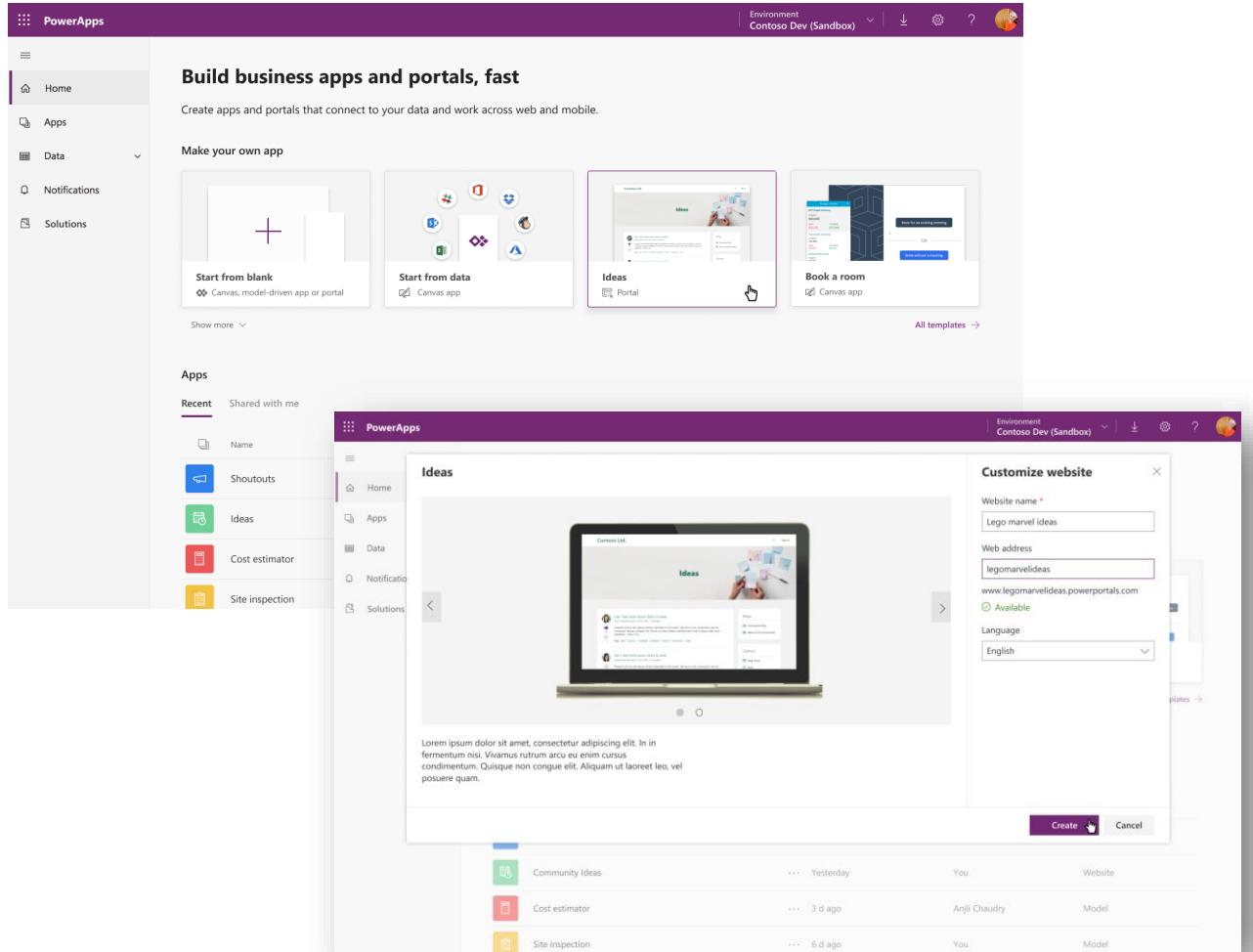


Use prebuilt templates like Customer Self Service, Partner Management, Event Management, Community Self Service or create your own portal.



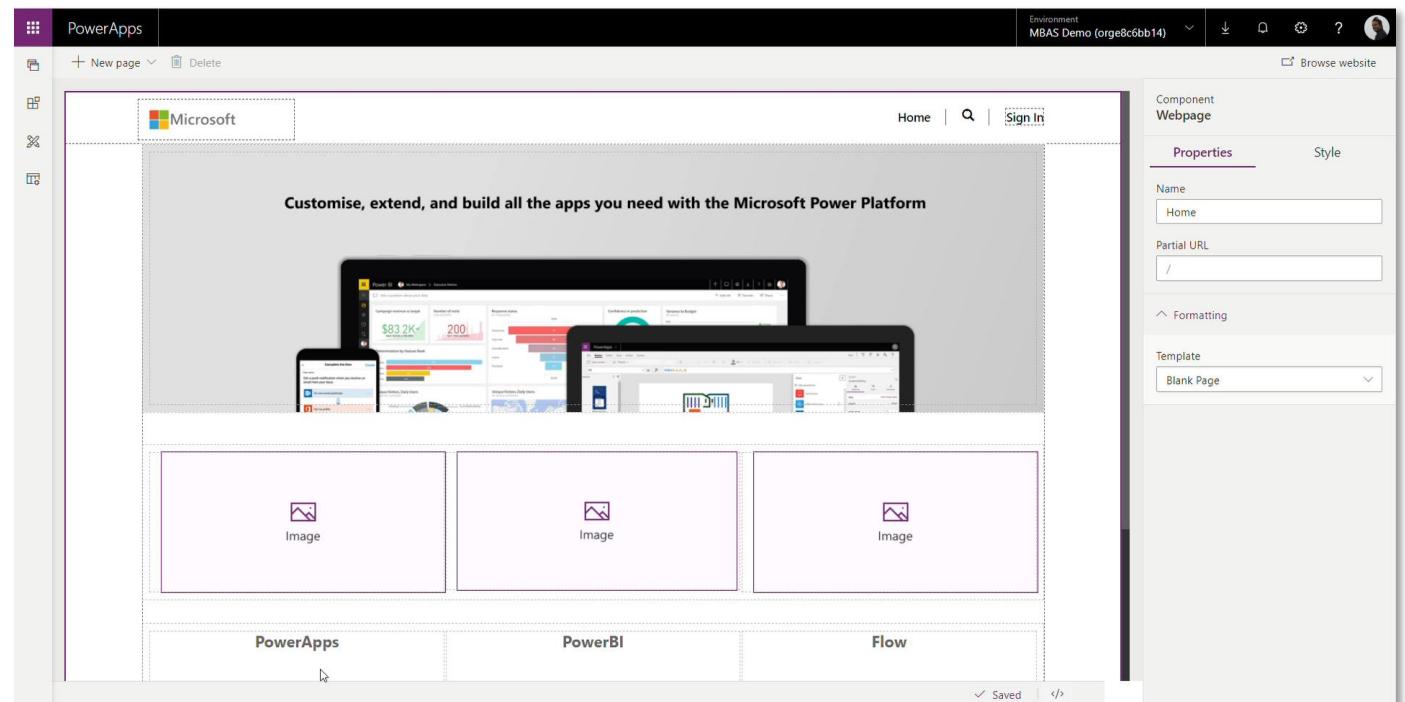
# PowerApps Portals: powerful websites for external users

- Configure a new App type called “portal”
- Use a predefined template or create your own portal
- Content can be made available anonymously, or through a variety of authentication providers (custom, Facebook, Google, AAD, etc)



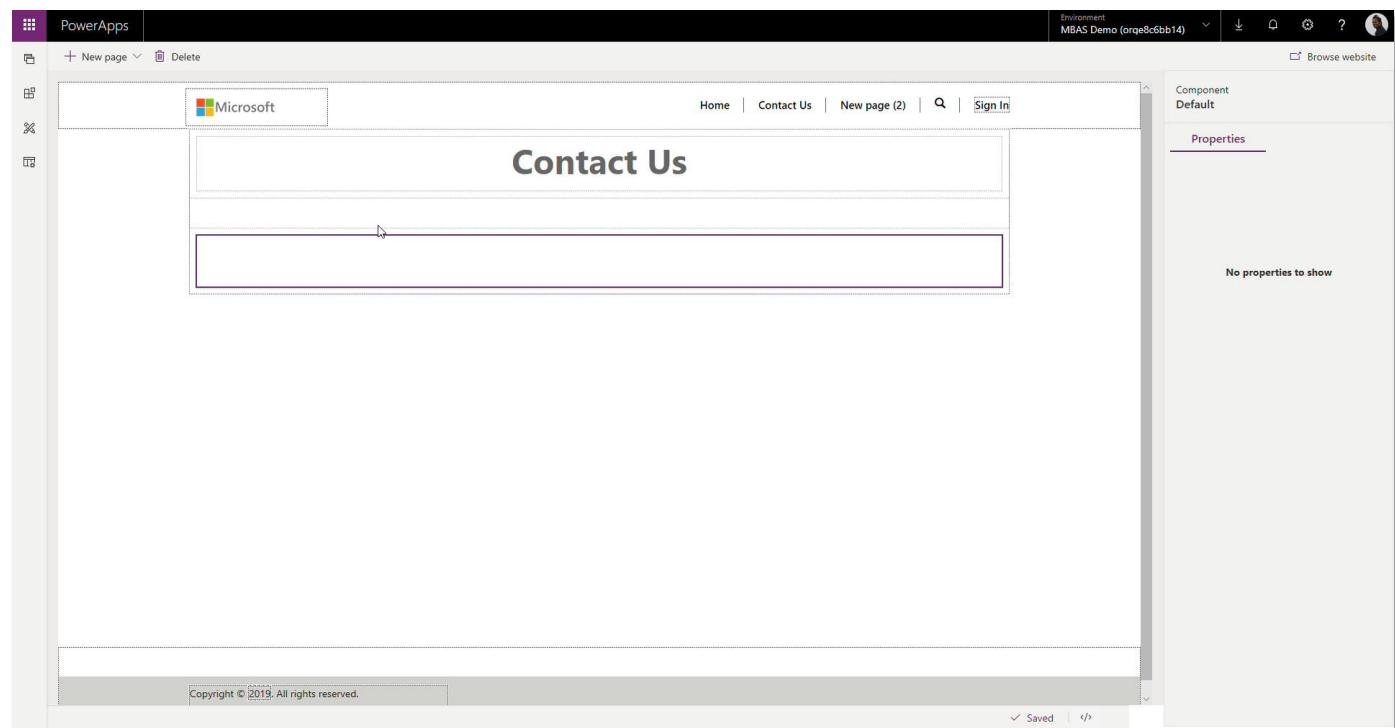
# Easy to build responsive websites in PowerApps

- WYSIWYG Portal editor to customize websites
- Create and manage pages in few clicks increasing your productivity multifold
- Select predefined layouts as page templates or Bring your own templates (web templates)!



# Expose CDS data in just a few clicks!

- Use Model driven app constructs like forms, views, charts, dashboards etc to surface CDS data
- Drag and drop configuration of Forms, multi step forms and Lists.
- One click integration with Form and View designers to help you update/create new forms/views.



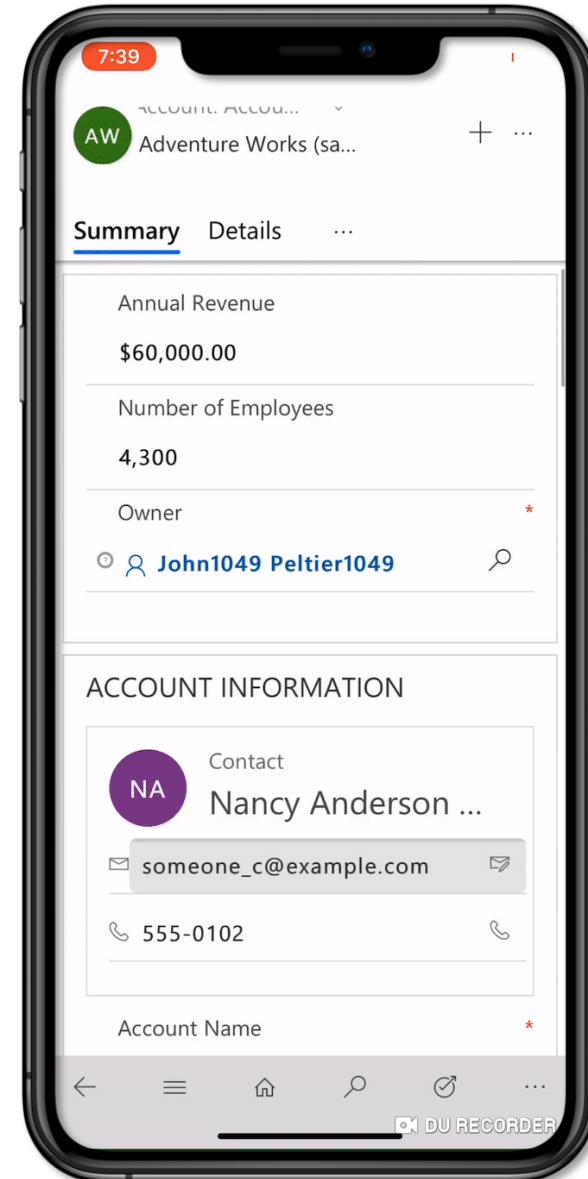
# Mobile offline for model-driven apps

## GENERAL AVAILABILITY

- Access both OOB and custom entities
- Create/update records, access your data views, use global search to look for records
- Always work with latest data in offline mode through regular data sync and automatic play back of your actions

## PLANNED

- Explicitly turn on offline mode and stay productive in the intermittent connectivity areas
- Do more while offline with new capabilities – access and create notes, view and add attachments, refer to quick views, and more



Stay productive and continue working on your data even when you lose internet connectivity

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# POWERAPP DEMO



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REQUISITION APP



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Automation  
at scale



Seamless, secure  
integration



Accelerated  
productivity



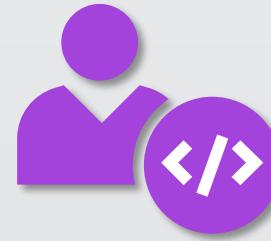
Intelligent  
automation

# Power Automate is Designed For Everyone

**Power Automate is the automation service for everyone in your organization.**



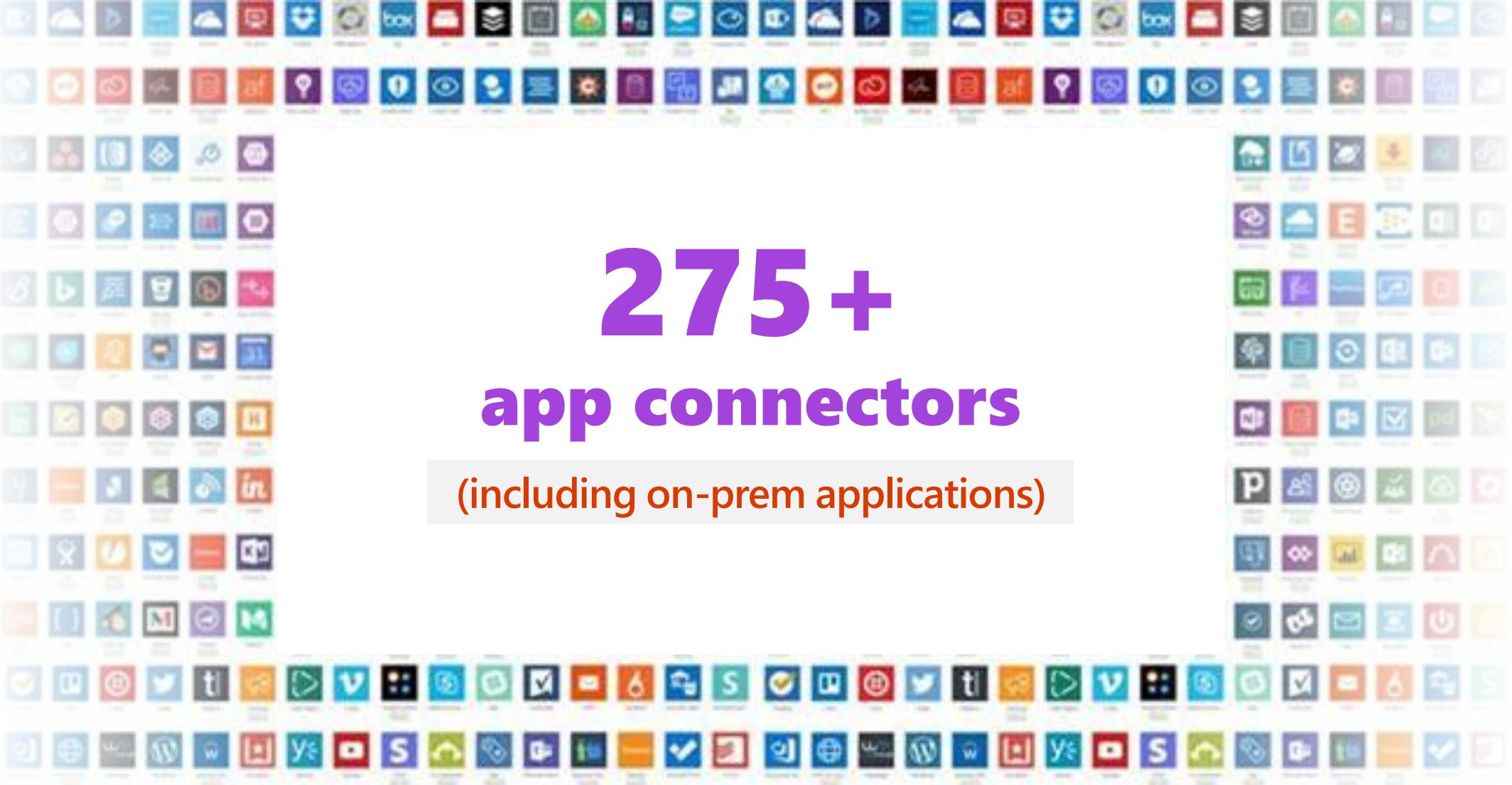
End Users



Experienced Developers



IT/Admins



**275+**  
**app connectors**

(including on-prem applications)

## Remove barriers.

---

Empower organizations with  
efficient business processes to  
provide the best customer service.



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Empower every organization  
to provide the best customer  
experience and the best  
customer outcomes



### PERSONALIZE SERVICE

across channels with AI-enabled insights to proactively resolve problems and ensure peace of mind



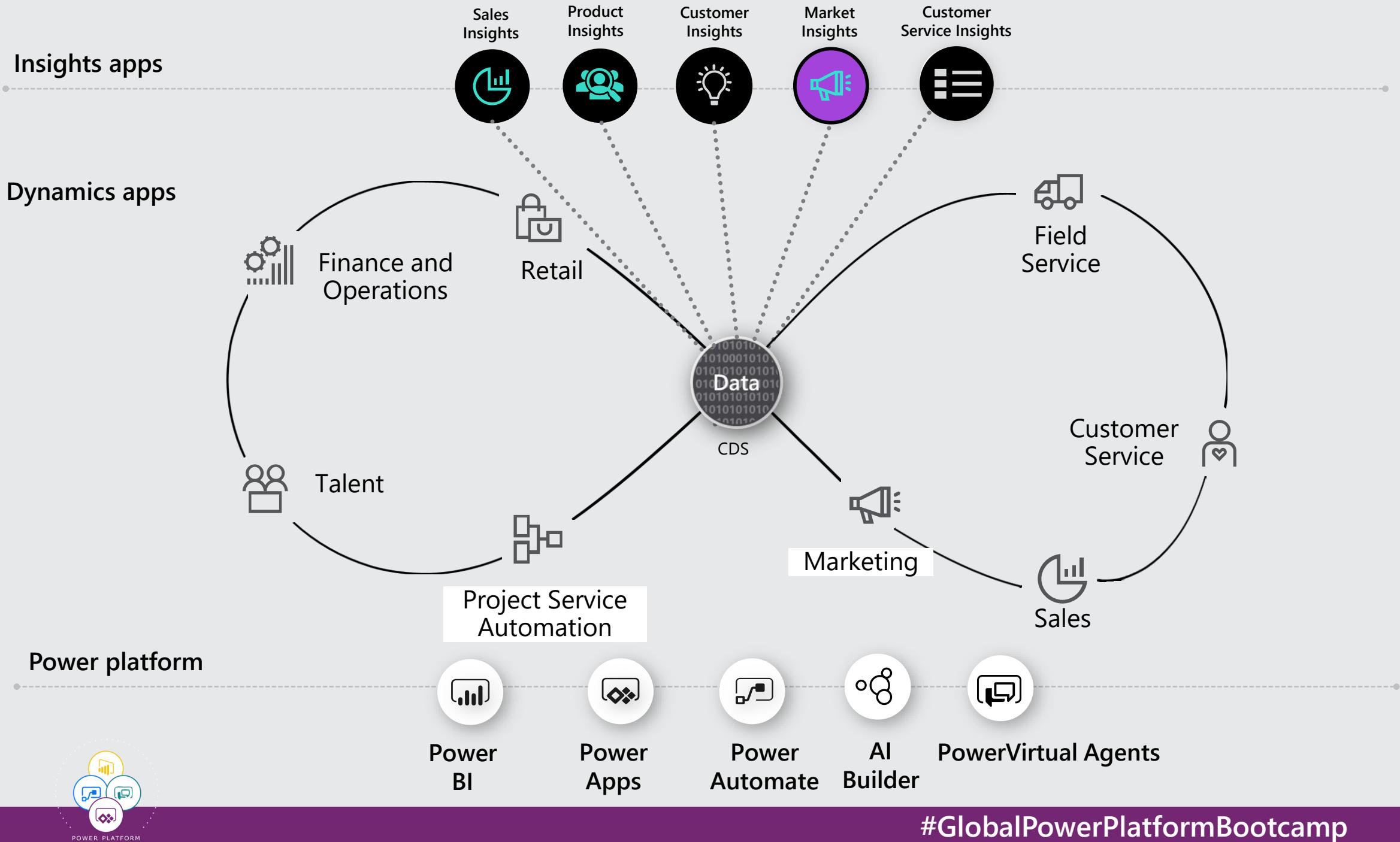
### EMPOWER PEOPLE

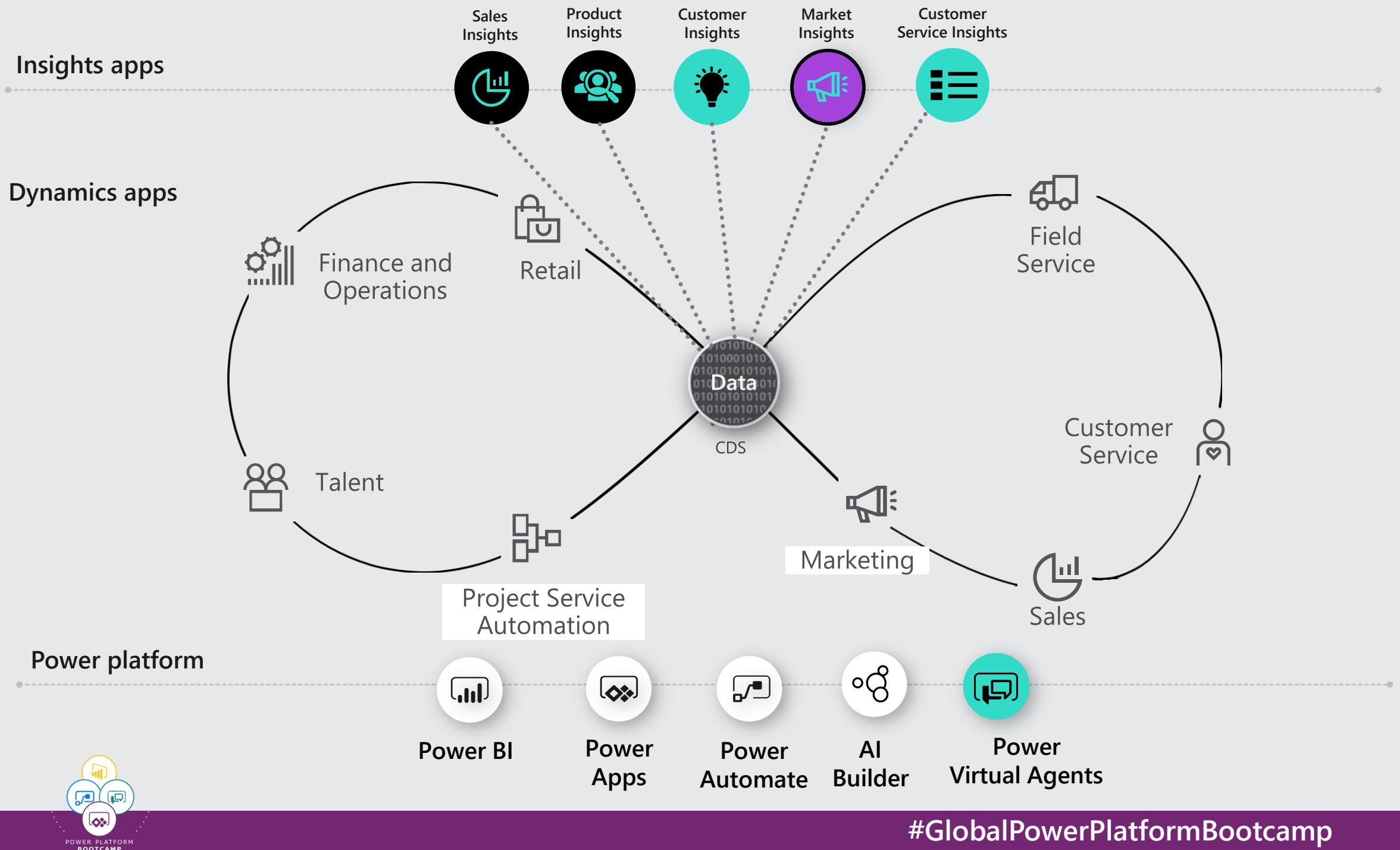
with the right tools to intelligently handle routine requests and assist to resolve more complex issues



### UNIFY TECHNOLOGY

to simplify orchestrated experiences through a 360-degree view of customer journeys





# POWER AUTOMATE DEMO



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← approve demo

Save Flow checker

Home

Action items

My flows

Create

Templates

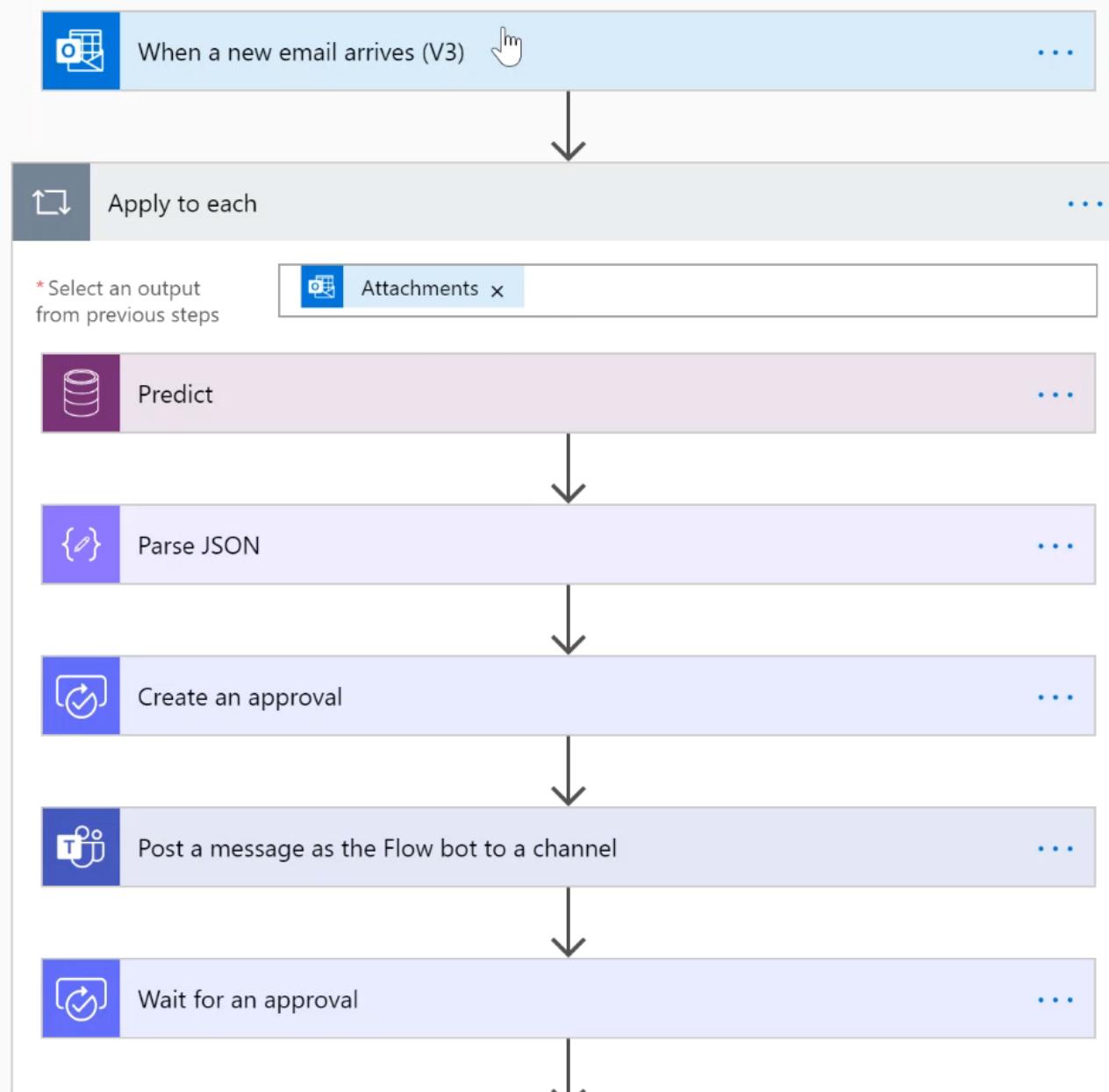
Connectors

Data

AI Builder

Solutions

Learn



# Power Virtual Agents

Enable customer service experts to easily build bots with AI-driven insights.

## Engage with your customers conversationally

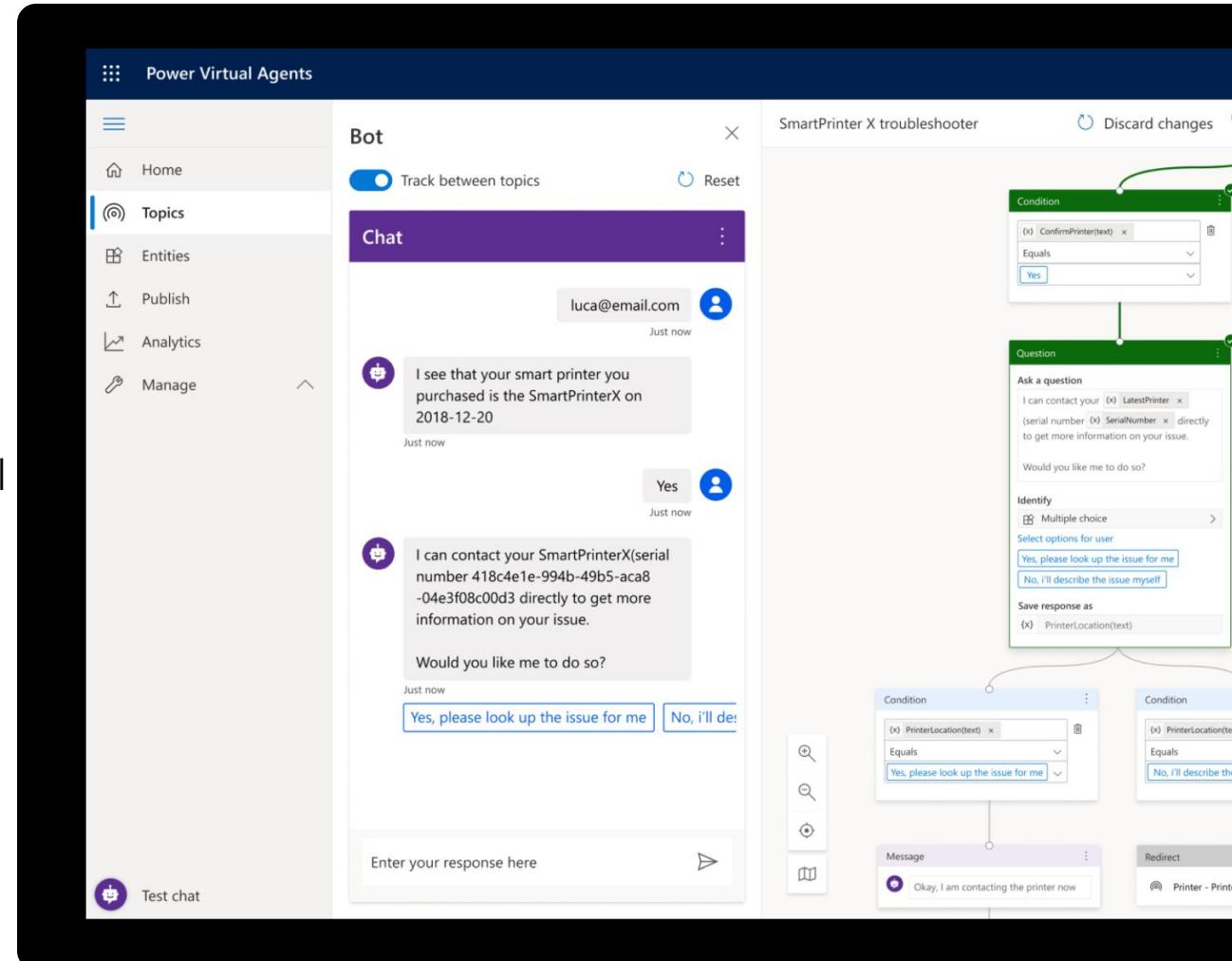
Resolve routine issues easily, freeing up staff to focus on complex matters

## Empower your subject matter experts

Easily create powerful bots using guided, no-code graphical interface - without the need for developers or data scientists

## Less talk more action

Leverage 100+ connectors that come with Power Automate or add complex capabilities using Microsoft Bot Framework



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# Power of AI in Customer Service



## Customer Insights

Unify all your customer data across the full range of sources to get a single view of customers.



## Customer Service Insights

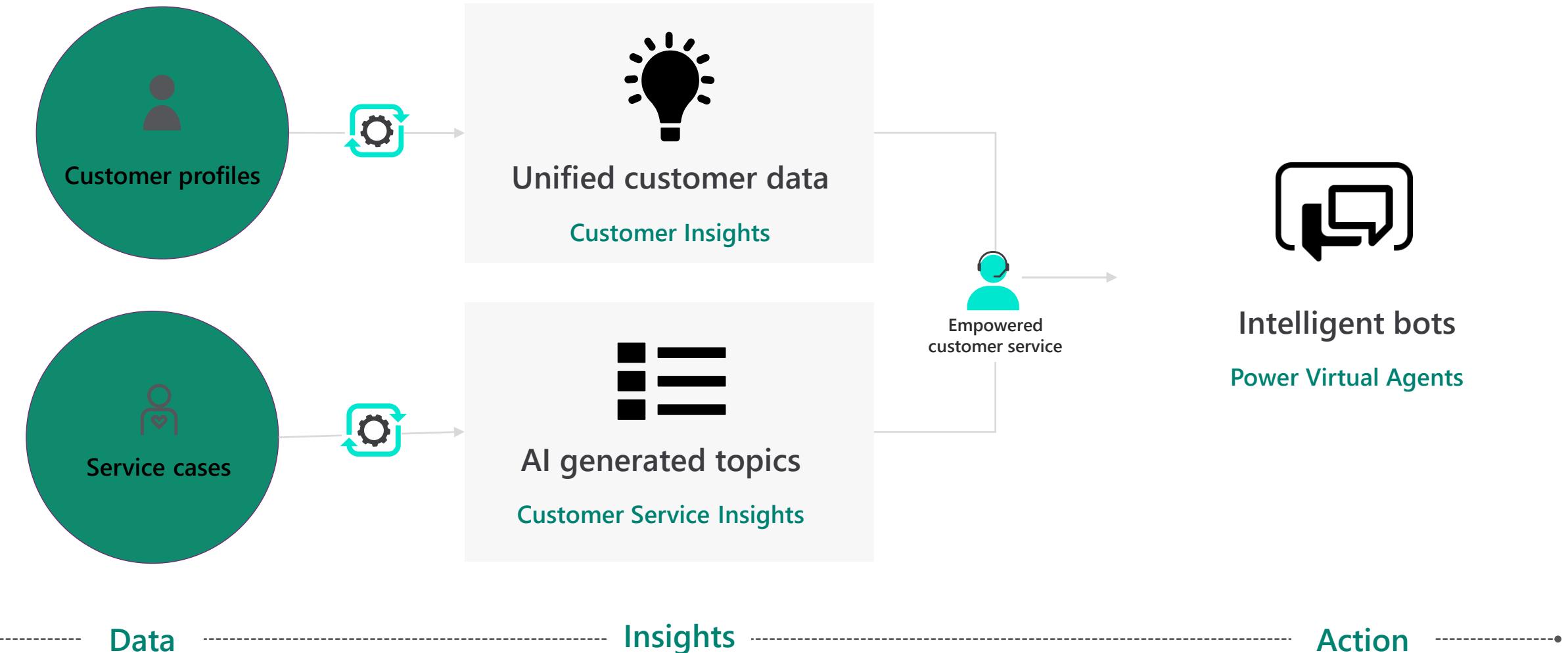
Make better decisions and proactively improve customer satisfaction.



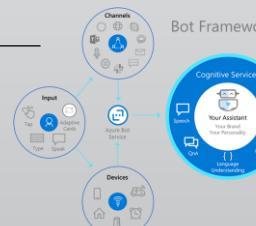
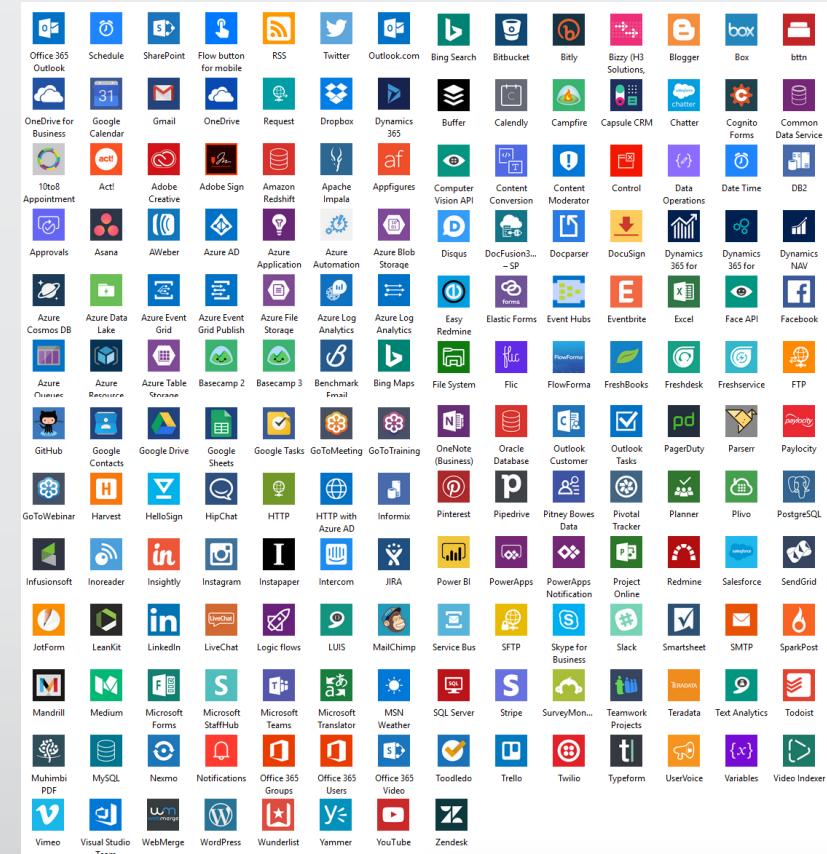
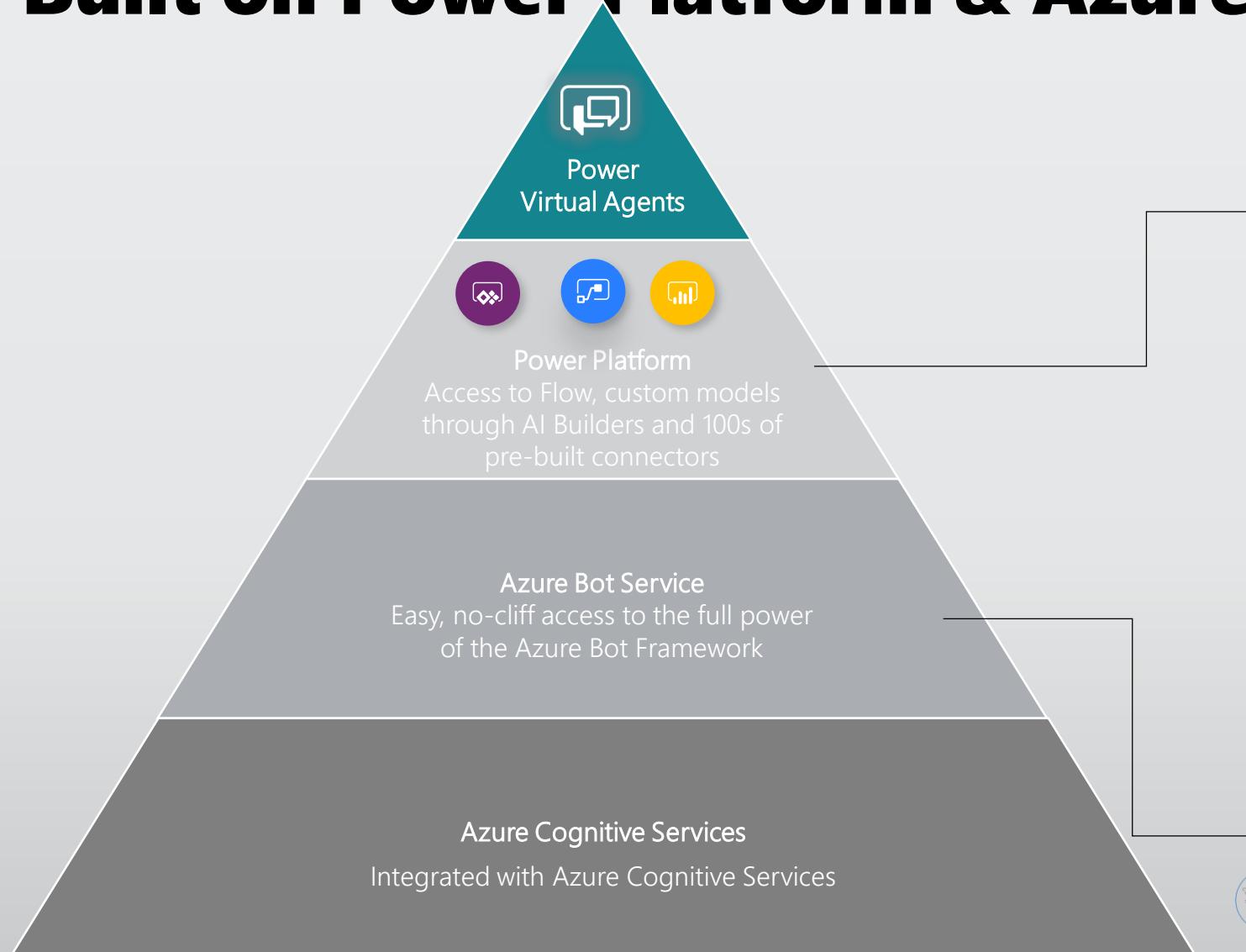
## Power Virtual Agents

Provide exceptional customer service with intelligent, adaptable virtual agents.

# Power of AI in Customer Service



# Built on Power Platform & Azure Bot Service



# Power of AI in Customer Service



Customer Insights



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# Dynamics 365 Customer Insights

Empower every organization to unify and understand its customer data to derive insights for personalized experiences

## Grow Customers' Business

Be "the" source of truth for customer data & insights, central data estate.

## 360 degree view of customer

Comprehensive view of customer interactions across systems, segment classification, predictive insights.

## Easy Integration with Business Apps

Provide contextual customer insights into any business verticals across your organization.

The screenshot displays the Dynamics 365 Customer Insights application. On the left, a large card shows a portrait of Patti Melendez, a Project manager since April 2013, with her last activity on July 1, 2018, and last purchase on April 16, 2018. Below this are details like gender (Female), family status (Married), address (1108 23rd Ave S, Seattle, Washington, USA), age (36), business phone number (1 (425) 555-7700), segments (High earning health-conscious shoppers, Low support cases, high engagement), and industry vertical (Healthcare). To the right, a 'Timeline' section shows interactions categorized by date: TODAY, YESTERDAY, and LAST WEEK. It includes icons for email, app, social media, and website visits, along with descriptions of each interaction. A sidebar on the right lists 'Brand affinity' and 'Interests' with specific items like 'Alpine Ski' and 'Fabrika'.



# Dynamics 365 Customer Service Insights

Empower customer service managers with AI driven insights to improve customer satisfaction

## Actionable Insights

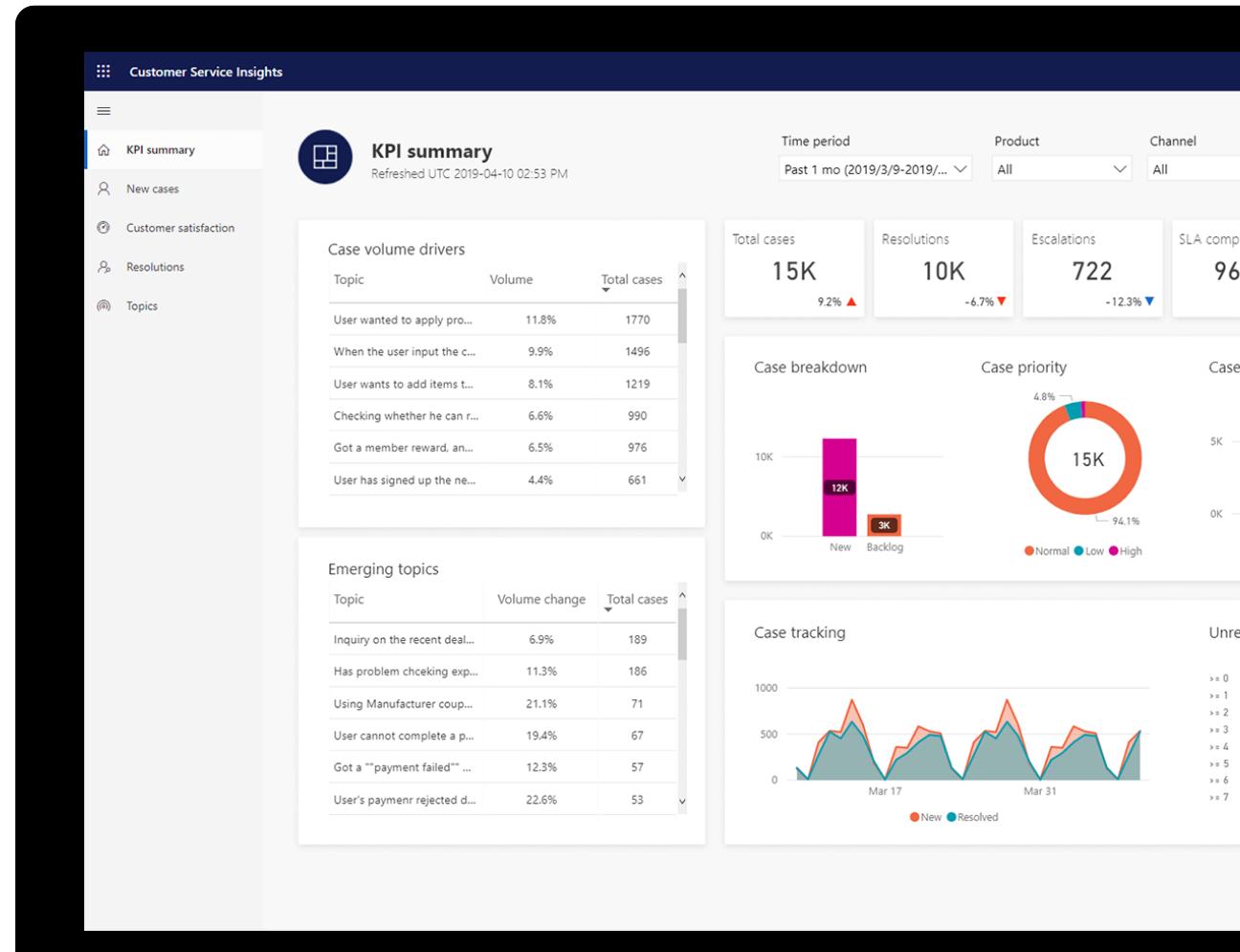
AI driven insights to identify common and emerging trends, critical performance metrics, and operational analysis.

## Make Proactive Decisions

Identify issues to address proactively to improve customer satisfaction and workforce productivity.

## Continuous learning from feedback

Work side-by-side with AI model to refine the AI output to be specific to your organizational needs.



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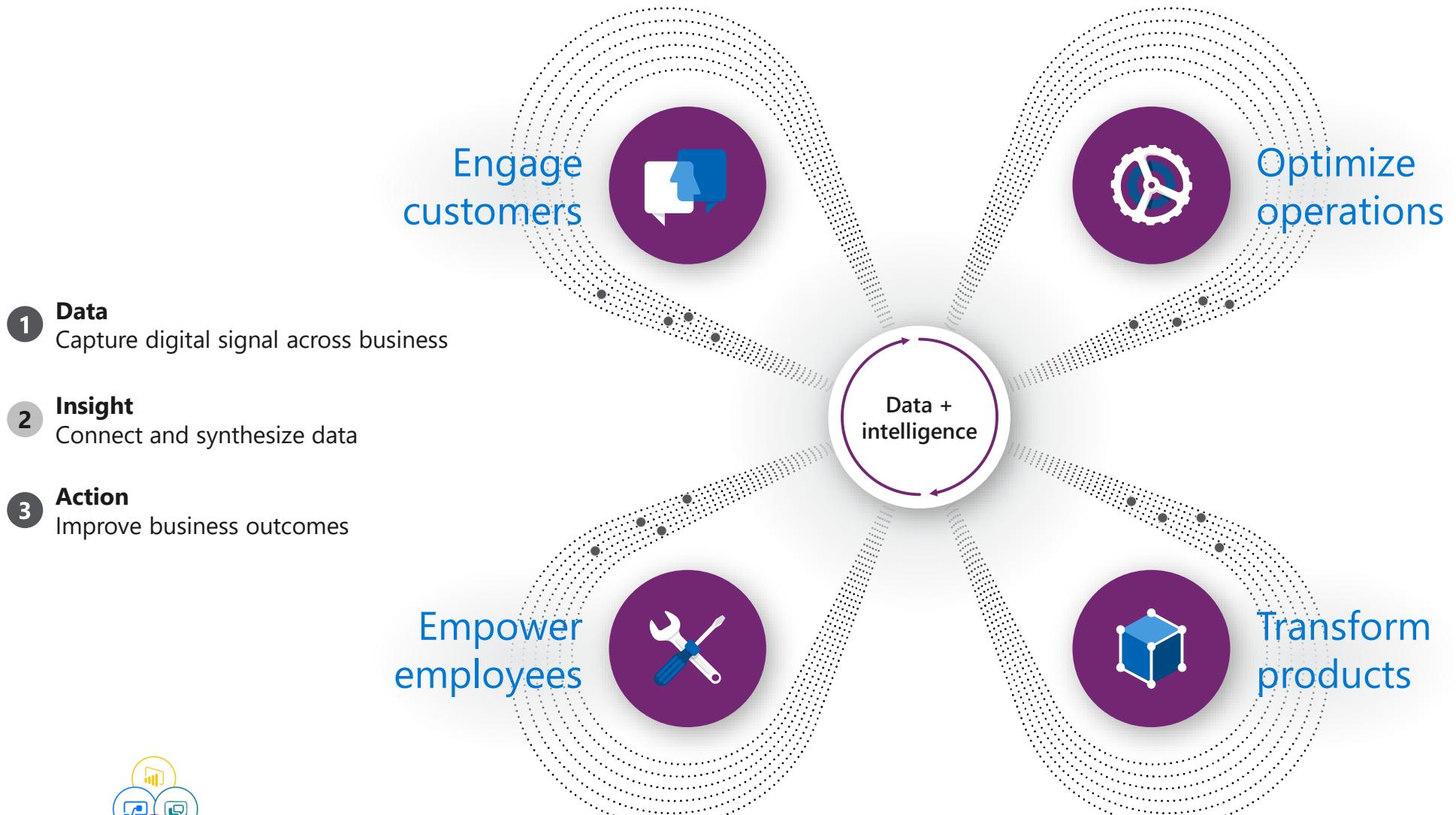
# POWER VIRTUAL AGENT DEMO



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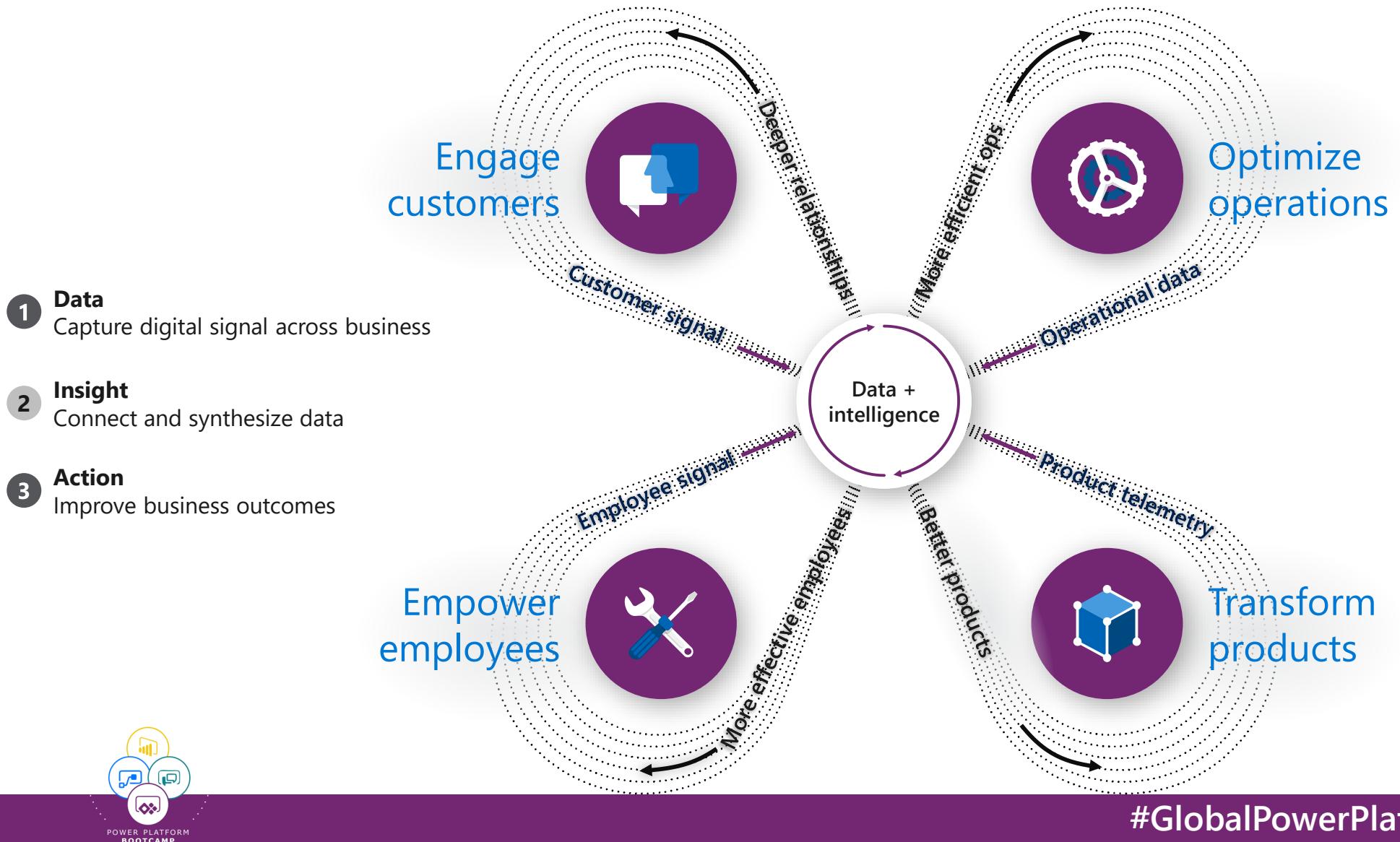


# THE FUTURE OF POWER PLATFORM



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# THE FUTURE OF POWER PLATFORM



# LEARNING PATH

Microsoft Power Platform: <https://docs.microsoft.com/en-gb/power-platform/>

Microsoft Power Platform Fundamentals: <https://docs.microsoft.com/en-us/learn/patterns/power-plat-fundamentals/>





<https://www.meetup.com/Nigeria-Excel-Power-BI-User-Group/events/>

<https://www.pbiusergroup.com/lagos>

<https://bit.ly/3bw2UGG>



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You are not alone

# Microsoft Power Platform Community

**1.4M**

Active community members

**91K**

User group members

**100K**

In-person conference attendees

**389K**

Users submitting ideas

**409**

Independent user groups

**26K**

App/Dashboard in a Day attendees



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# Any Questions?



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Managing Partner, dbrownconsulting &  
International Consultant, World Bank

Dbrown consulting  
Lead Trainer, Live Lab PUG Group,  
Lagos, Nigeria.



# Thank You For Attending



#GlobalPowerPlatformBootcamp